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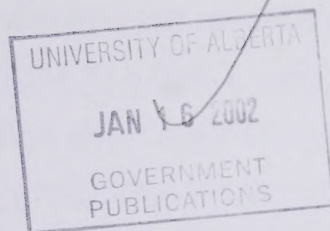


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# Programs and Services for



## SENIORS 2001



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AN INFORMATION SOURCE OF

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For more information about programs and services for seniors, or to obtain free copies of this book, telephone:

**The Alberta Seniors Information Line**

**toll-free: 1-800-642-3853**

**(or in the Edmonton area: 427-7876)**

People with visual impairments or people who are unable to read English but are able to understand spoken English, may borrow copies of the Programs and Services for Seniors Booklet on audio-tape from:

- their local library through inter-library loan services, or
- from the Canadian National Institute for the Blind (CNIB).  
See page 39 for locations and telephone numbers of the CNIB.

The information provided is subject to the provisions of the pertinent Government Acts and Regulations. Changes to programs, services, and office locations may occur after the publication of this booklet.

Permission is granted to reprint this document.

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Alberta Community Development  
Seniors Services and Housing Division

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# A Message from the Minister



As Minister responsible for seniors, I am pleased to present the 2001 edition of *Programs and Services for Seniors*. This booklet is a comprehensive guide to programs, benefits and services available to seniors in Alberta.

Making information readily available, and providing access to programs and services, is one way this government is working to enhance seniors' independence and well-being.

Seniors have done much to make Alberta the strong and vibrant province it is today. They helped build our cities and towns, developed businesses, farmed the land and taught in our schools. With the wisdom gained through life experience, Alberta seniors continue to play an active, vital role in our communities.

Seniors are among the most dedicated volunteers who proudly donate their time and funds to support charitable causes in our province. In 2001, Albertans will have an opportunity to recognize the contributions that seniors make as volunteers in our communities. The United Nations has designated 2001 the International Year of Volunteers. Alberta's theme, *A year for everyone*, recognizes the contributions made by Alberta volunteers of all ages.

If you have any questions about the programs and services offered to Alberta seniors, please call the Alberta Seniors Information Line at 1-800-642-3853, or one of the regional numbers listed on pages 50 to 51. I'd also like to invite you to contribute your ideas and comments on this booklet by filling out the enclosed questionnaire.

On behalf of the Government of Alberta and all Albertans, my best wishes to you and your family for happiness in the coming year. It is my hope that seniors will remain active and enjoy the province they have helped to build.

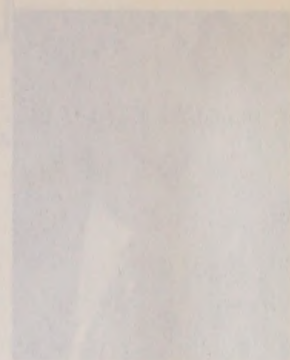
A handwritten signature in cursive script that reads "Stan Woloshyn".

Stan Woloshyn  
Minister

Alberta Community Development



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Seniors are among the most dedicated volunteers who proudly donate their time and funds to support charitable causes in our province. In 2001, Albertans will have an opportunity to help make the contribution that seniors make as volunteers in our communities. The United Nations has designated 2001 the International Year of Volunteers. Alberta's theme, A year for everyone, recognizes the contributions made by Alberta volunteers of all ages.

If you have any questions about the programs and services offered to Alberta seniors, please call the Alberta Seniors Information Line at 1-800-643-3833, or one of the regional numbers listed on pages 50 to 51. I'd also like to invite you to contribute your ideas and comments on this booklet by filling out the enclosed questionnaire. On behalf of the Government of Alberta and all Albertans, my best wishes to you and your family for happiness in the coming year. It is my hope that seniors will remain active and enjoy the province they have helped to build.

*John Wolsosyn*

John Wolsosyn  
Minister  
Alberta Community Development

Alberta Seniors Information Line  
1-800-643-3833  
or one of the regional numbers listed on pages 50 to 51.



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# International Year of the Volunteer 2001

The United Nations has designated 2001 as the International Year of Volunteers. The year long celebration provides a unique opportunity to highlight the significant contributions that volunteers make to our communities.

In Alberta, “A Year for Everyone”, the provincial theme for the year, reflects on the diversity of Alberta’s volunteers. It also emphasizes that people of all ages and abilities are able to make a difference in their communities every day.

The range of activities performed by volunteers is varied. Volunteers coordinate or supervise activities or events for organizations. They canvass, campaign or fundraise for causes that have touched their lives or that they believe in. Volunteers perform office or administrative work, provide information, coach, teach and provide care or support to others.

In addition, there are tremendous benefits to be derived from volunteering – from learning new job skills through to personal satisfaction being gained from helping others. These benefits can be powerful motivators for people to give generously of their time.

Throughout 2001, the Wild Rose Foundation and Alberta Community Development encourage you to celebrate the spirit of volunteerism. May this special year be an opportunity to thank those who strengthen our communities, touch our lives and make a difference.



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## VOLUNTEER CENTRES OF ALBERTA

### **Banff**

Banff Volunteer Centre  
(403) 760-8669

### **Canmore**

Community Resource & Volunteer  
Centre  
(403) 678-5597

### **Calgary**

Volunteer Calgary  
(403) 265-5633

### **Camrose**

Camrose & District Volunteer Action  
Centre  
(780) 672-0141

Augustana University College  
(780) 679-1181

### **Edmonton**

Volunteer Centre of Edmonton  
(780) 482-6431

University of Alberta Students' Union  
(780) 492-9785

### **Fort McMurray**

Volunteer Action Centre  
(780) 791-9333

### **Fort Saskatchewan**

Volunteer Centre of Fort Saskatchewan  
(780) 992-6281

### **Grande Prairie**

Grande Prairie Volunteer Services  
(780) 538-2727

GPRC Student's Association Volunteer  
Centre  
(780) 539-2841

### **Hinton**

Volunteer & Information Centre  
(780) 865-6060

### **Lethbridge**

Community Volunteer Centre  
Association  
(403) 320-2044

Lethbridge Community College  
(800) 572-0103

### **Red Deer**

Red Deer Volunteer & Information  
Centre  
(403) 346-4636

### **St. Albert**

Community Information and Volunteer  
Centre  
(780) 459-6666

### **Sherwood Park**

Information & Volunteer Centre for  
Strathcona County  
(780) 464-4242

### **Stettler**

Stettler & District Volunteer Centre  
(403) 742-2337

### **Stony Plain**

Stony Plain Community Information &  
Volunteer Centre  
(780) 963-9770

### **Sylvan Lake**

Sylvan Lake Volunteer & Information  
Centre  
(403) 887-3433



# Congratulatory Messages for Seniors

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## (To Receive)

The Queen, the Governor General, the Prime Minister of Canada, and the Premier of Alberta send congratulatory messages to senior citizens on special anniversaries and birthdays.

### Message from the Queen

On request, messages may be arranged for 60<sup>th</sup> wedding anniversaries and 100<sup>th</sup> birthdays and every five years thereafter. If no message was previously received, one may be sent for the 61<sup>st</sup> anniversary or the 101<sup>st</sup> birthday. A copy of a marriage or birth certificate or other supporting documents must accompany each request. Other supporting documents include an Old Age Security number, a dated newspaper clipping acknowledging a previous anniversary (50<sup>th</sup>), or a letter from a parish minister, rabbi or priest certifying the date of the wedding or birth.

### Message from the Governor General of Canada

On request, messages may be arranged for 50<sup>th</sup> wedding anniversaries and 90<sup>th</sup> birthdays, and then every five years thereafter. If no message was previously received, one may be sent for the 51<sup>st</sup> anniversary or the 91<sup>st</sup> birthday.

**To request messages from the Queen and/or Governor General**, ensure that your request, accompanied by supporting documents where required, is received at the Governor General's office at least six weeks before the occasion. For more information, contact:

Your Member of Parliament (MP)

or

OFFICE OF THE SECRETARY TO THE GOVERNOR GENERAL  
RIDEAU HALL  
ANNIVERSARY SECTION  
1 SUSSEX DRIVE  
OTTAWA, ON K1A 0A1

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## Message from the Prime Minister of Canada

On request, a scroll can be sent for a 75<sup>th</sup> birthday and every five years thereafter. A letter can be sent for a 25<sup>th</sup> to 49<sup>th</sup> wedding anniversary with five-year intervals. A scroll can be sent on a 50<sup>th</sup> wedding anniversary and thereafter as requested.

**To request a scroll or letter from the Prime Minister**, ensure that your request is received at the Prime Minister's office at least six weeks prior to the special date. For more information, contact:

Your Member of Parliament (MP)

or

OFFICE OF THE PRIME MINISTER

ROOM 105 LANGEVIN BLOCK

OTTAWA, ON K1A 0A2

## Message from the Premier of Alberta

A scroll may be requested for a 75<sup>th</sup> birthday and every five years thereafter to age 95; and may be requested yearly after that. A letter can be sent for a 25<sup>th</sup> to 49<sup>th</sup> wedding anniversary. A scroll may be requested for a 25<sup>th</sup>, 50<sup>th</sup>, 55<sup>th</sup>, 60<sup>th</sup>, and 65<sup>th</sup> wedding anniversary as well as for each year after the 65<sup>th</sup>.

**To request a scroll or letter from the Premier**, ensure that your request is received at the Premier's office at least one month before the special birthday or anniversary. For more information, contact:

Your Member of the Legislative Assembly (MLA)

or

CORRESPONDENCE OFFICE OF THE PREMIER OF ALBERTA

ROOM 502, LEGISLATURE BUILDING

EDMONTON, ALBERTA T5K 2B6

ph: (780) 427-2251



# General Information for Seniors

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## Birth, Marriage and Death Certificates

If you or someone you know requires a birth, marriage or death certificate and the event occurred in Alberta, you can obtain a copy of the certificate from any Alberta Registries agent. The birth, marriage or death in Alberta must be registered before a certificate can be issued. You can register these events at the office of any Alberta Registries agent.

For a list of **Alberta Registries** agents in your area telephone:

**Edmonton: (780) 422-7330**

In all other areas of the province you can call toll-free through the Government of Alberta RITE line. Dial 310-0000 and enter (780) 422-7330 if you have a touch-tone telephone. If you have a rotary telephone, dial 310-0000, wait for the operator to answer and ask to be connected to (780) 422-7330.

If the birth, marriage or death occurred outside of Alberta, you must apply to that province or country for a copy of the certificate.

## Consumer Debt Counseling

If you are having debt problems and would like to speak to a debt counselor, you can call Credit Counseling Services of Alberta. Debt counselors will work with you to explore your options for dealing with your debt. Credit Counseling Services of Alberta offers a variety of services including:

- assessment of your debt situation and possible alternatives
- self-help information packages
- Orderly Payment of Debt program
- information on how to deal with creditors

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For a free assessment or to discuss your situation with a credit counseling service in your area, please call:

**Calgary: (403) 265-2201**

**Edmonton: (780) 423-5265**

**Outside of these areas: 1-888-294-0076**

### **Collection Practices**

Alberta legislation identifies what collection agencies can and cannot do when they are collecting a debt on behalf of a creditor. For more information or to obtain the tipsheet *Dealing with Bill Collections Agencies*, call the **Alberta Government Services' Consumer Information Centre** at:

**Edmonton: (780) 427-4088**

**Toll-free: 1-877-427-4088**

or visit their web site at:

**www.gov.ab.ca/gs** then click on Forms and Publications.

## **Last Will and Testament**

A will is a written document that allows you to set out how your property is to be distributed after you die. A will allows you to name a person who will act as your executor after your death and who will make certain that your property is distributed according to your wishes. A will does not have any legal force or effect until after you die.

There are two types of wills:

- a formal will: prepared for you by a lawyer
- a holograph will: prepared by you and done in your handwriting.

If you require a lawyer, and you do not have one, you can contact the **Lawyer Referral Service** at **1-800-661-1095**, see page 59 for more information.



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## **What happens if you die without a will?**

If you die without a will, your property will be distributed according to the provisions of the *Intestate Succession Act*.

Under the *Intestate Succession Act*:

- If you leave a surviving spouse but no children, your spouse will receive your entire estate.
- If you leave a surviving spouse and one child, the first \$40,000 of the estate is transferred to your spouse. Your spouse will also receive half of the remaining estate. The other half of the remaining estate will go to the child.
- If you leave a surviving spouse and two or more children, the first \$40,000 of the estate is transferred to your spouse. Your spouse will also receive 1/3 of the remaining estate. The remaining 2/3 of the estate is transferred to the children in equal shares.
- If you die leaving no surviving spouse or children, your estate will be transferred to your blood or legally adopted relatives in the order of their relationship to you.

For more information regarding this act, please contact the **Lawyer Referral Service** at **1-800-661-1095**.

## **What is an executor?**

An executor is a person who is named in a will to be responsible for the administration of an estate. The executor is responsible for notifying relatives and beneficiaries, disposing of perishable assets, securing any estate assets that require immediate attention, making provisions for the immediate needs of the dependents of the deceased, and ensuring that proper funeral and burial arrangements are made.

For more information on wills, please contact your lawyer or call:

**Lawyer Referral Service:**  
**Toll-free: 1-800-661-1095**

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## Who to Contact When Someone Dies

Most of the following actions will require proof of death. If the death occurred in Alberta, contact an Alberta Registries agent (see page 9 for the contact number). In some instances, a statement from the funeral home may be accepted.

### Funeral Arrangements

Check to find out if any funeral arrangements had been made previously by the deceased. If no funeral arrangements have been made, you will need to choose a time and place of the funeral or memorial service. If it is determined that there is no money for a funeral, contact the nearest Alberta Human Resources and Employment office **before** you have contacted a funeral director. Alberta Human Resources and Employment may be able to assist you.

Prices for funerals can vary significantly depending on the types of services requested. You should consult with more than one funeral director before making any final decisions.

To contact a funeral home, check the Yellow Pages under Funeral Planning.

The Alberta Funeral Services Regulatory Board has a free publication *Fundamentals of Funeral Planning*. The publication offers information about planning a funeral at the time of need or pre-need. Included in this publication is a pull-out section called “Personal Instructions Concerning My Funeral”. To obtain a copy of this free publication contact the **Alberta Funeral Services Regulatory Board**:

**Edmonton: (780) 452-6130**

**Toll Free: 1-800-563-4652**

or write to:

**Alberta Funeral Services Regulatory Board**

11810 KINGSWAY AVENUE

EDMONTON AB T5G 0X0



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## **Estate**

Contact the executor (the person named in the Will to be responsible for the administration of an estate) who will arrange for the estate to be processed. If probate is required, the executor will arrange for this to be done. The executor is named in the Last Will and Testament of the deceased. The executor should contact the following agencies to inform them that the individual has passed away.

## **Government Pensions**

**Federal-** Old Age Security, Guaranteed Income Supplement, Allowance/ Allowance for the Survivor and Canada Pension contact:

**English: 1-800-277-9914**

**French: 1-800-277-9915**

**TTY ONLY: 1-800-255-4786**

You should have available the name of the deceased, the date of death, the name of the executor (if the deceased had a Will) and the Social Insurance Number of the deceased. If the deceased was receiving Canada Pension payments, ask if the estate of the deceased is eligible for a Canada Pension Plan Death Benefit.

**Provincial-** Alberta Seniors Benefit contact:

**Edmonton: (780) 427-7876**

**Toll Free: 1-800-642-3853**

You will be required to give the Personal Health Number, the name and date of death of the deceased.

## **Private Employer Pensions**

If the deceased was receiving a pension from a former employer, contact the pension plan, former employer or union. Different plans may offer various levels of benefits to the deceased's estate and surviving spouse or children. Some plans may include lump sum payments or insurance payments to the estate. Some plans may provide full or reduced pension payments to the surviving spouse.

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## **Alberta Health and Wellness**

You will need to notify Alberta Health and Wellness at:

**Edmonton: (780) 427-1432**

Outside Edmonton dial 310-0000 and ask for (780) 427-1432.

The name and Personal Health Number of the deceased will be requested.

## **Canada Customs and Revenue Agency**

A tax return must be filed for the deceased. You must include a copy of the death certificate and a copy of the Will or Letters of Probate. Canada Customs and Revenue Agency can supply you with its publication, *Guide for Preparing T1 Returns for Deceased Persons*.

Contact **Canada Customs and Revenue Agency** at:

**1-800-959-8281**

Be sure to have the Social Insurance Number of the deceased available when you call.

## **Banking Institutions**

Immediately notify the bank management and find out the bank's requirements for papers and changes. Most institutions will release funds to cover funeral and other related expenses if copies of contracts and receipts are provided. All institutions will ask for a Proof of Death Certificate and a copy of the Will. You should have the bank passbooks of the deceased updated to the date of death for income tax and accounting purposes.

## **Credit Cards**

Credit cards should be cancelled with the credit card issuer and all cards in the name of the deceased should be destroyed. Some credit accounts are life insured and are paid up automatically upon death. If there are any outstanding debts, make arrangements to pay them out of the estate of the deceased.

## **Car Registration/ Insurance**

If a vehicle was registered in the name of the deceased, transfer of ownership can be made by contacting any Alberta Registries agent. Check



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your phone book for the office closest to you. Ensure that the name of the deceased is removed from any car insurance policies. You should have the vehicle registration and insurance policies available in case an agent requests copies.

### **Homeowners**

The Land Titles Office, in the municipality where the home of the deceased is located, must be notified of the death. Check your local phone book for the Land Titles telephone number.

### **Associations and Club Memberships**

Notify the secretaries of all clubs and inquire if any dues or bills are outstanding.

For more information on whom to contact when a senior dies please call: 1-800-642-3853 (in Edmonton 427-7876)

## **Elder Abuse**

What is elder abuse? Elder abuse is any deliberate action or lack of action, which causes harm to any elderly person. There are many forms:

- physical abuse- slapping, pushing, kicking, punching, injuring with an object or weapon, deliberate exposure to severe weather, inappropriate use of medication or unnecessary restraint
- sexual abuse- any forced sexual activity
- psychological abuse - humiliation, isolation, intimidation, threats, inappropriate control of activities, removal of decision-making power when the elderly person is still capable of making decisions
- financial abuse- misuse of a person's funds or property through fraud, trickery or force
- neglect- any lack of action required to meet the needs of an elderly person such as inadequate provision of food, clothing, shelter, required medication or other kinds of health and personal care, as well as social companionship

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Where to go for help and information:

- local Regional Health Authorities listed on page 88
- senior citizen centres (see page 54 for local telephone numbers)
- Family and Community Support Services- refer to your local telephone directory
- Local Social Services Agencies- refer to your local telephone directory
- Alberta Mental Health Clinics (see page 87 for telephone numbers)

**Calgary contact:**

**Kerby Centre: (403) 265-0661**

**Edmonton contact:**

**Capital Health Link: (780) 408-5465 or (780) 408-Link**

For help or information regarding adults living in government-run care facilities, contact the Protection for Persons in Care line at 1-888-357-9339. See page 97 for more information.

## **Frauds and Scams**

On a daily basis seniors are being taken advantage of by criminals. Although many legitimate businesses market their products and services over the telephone (telemarketing), door to door, through the Internet, through the mail, or through newspaper and magazine ads, there are some unscrupulous people who will also use these methods to take your money.

Learn how to tell the difference between a legitimate and honest offer and those individuals that could be defrauding you.

The following is a list of items strangers might try to sell you over the phone:

- one-time-only club memberships
- great promotional items
- sure-fire investments



- 
- low-cost vacations
  - lottery tickets
  - a loan

## **Business Guidelines**

The following types of businesses must follow the guidelines set in place by Alberta Government Services, Consumer and Corporate Services Division to protect consumers:

### **Electricity Marketers**

Alberta households (other than those in the City of Medicine Hat) can choose which electricity marketing company will supply their electricity. An electricity marketer is an independent marketing company whose rates are not regulated by any provincial or municipal government or agency. These companies are not affiliated with the Government of Alberta.

Electricity marketers must be licensed by Alberta Government Services, post a security, follow a code of conduct, and provide consumers with specific information in the contract.

If you sign a contract with an electricity marketer, you have a 10-day cooling off period during which you can cancel the contract with no cost or penalty.

For more information about the above, including when you will have to make a decision, or to get a copy of the tipsheet *Electricity Marketing: What Consumer Should Know*, call the **Alberta Government Services Consumer Information Center** at:

**Edmonton: (780) 427-4088**

**Toll-free: 1-877-427-4088**

or visit the web site at **[www.gov.ab.ca/gs](http://www.gov.ab.ca/gs)** then click on Forms and Publications.

For more information about electricity deregulation, visit the Customer Choice web site at **[www.customerchoice.gov.ab.ca](http://www.customerchoice.gov.ab.ca)**

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### **Natural Gas Direct marketers**

Most Albertans now have a choice of buying natural gas from a natural gas direct marketer or their current utility company.

Natural gas direct marketers are not associated with your local utility company or the provincial government. Any rebates or special offers made to encourage you to sign a contract are not part of any government or local utility program.

If you sign an agreement with a natural gas direct marketer for gas supply for your home, you have a 10-day cooling off period, during which time you can cancel the contract with no cost or penalty. For more information or to obtain the tipsheet *Direct Marketing of Natural Gas: What Consumers Should Know*, call the **Alberta Government Services' Consumer Information Centre** at:

**Edmonton: (780) 427-4088**

**Toll-free: 1-877-427-4088**

or visit their web site at: **[www.gov.ab.ca/gs](http://www.gov.ab.ca/gs)** then click on Forms and Publications.

### **Door-to-door or direct sales**

Most written door-to-door contracts that have been solicited, agreed upon and signed in your own home, can be cancelled within 10 days of the date you got your copy. You don't need a reason to cancel. For more information about cancellation, and contract requirements, or to obtain the Alberta Government Services' tipsheet *Dealing With Door-to-Door Sales*, call the **Alberta Government Services' Consumer Information Centre** at:

**Edmonton: (780) 427-4088**

**Toll-free: 1-877-427-4088**

or visit their web site at: **[www.gov.ab.ca/gs](http://www.gov.ab.ca/gs)** then click on Forms and Publications.

### **Advance fee loan brokers**

Loan brokers do not lend money to consumers. They find lenders and make the loan arrangements for a fee. Loan brokers cannot ask for the fee before



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you get the loan. Fees have often been called an administration charge, a processing fee, insurance charges, file preparation fees, sign-up fees, and retainers. Loan brokers must take their fee from the loan balance and send you the remainder. If you have questions about advance fee loan brokers, call the **Alberta Government Services' Consumer Information Centre** at:

**Edmonton: (780) 427-4088**

**Toll-free: 1-877-427-4088**

### **Negative option sales**

Companies cannot ask you to pay for unordered goods or services. Some businesses use negative option as a sales tool. They send the product, and unless you tell them you don't want it, you have to pay for it. This is now against the law in Alberta unless you tell the company in writing that you agree to pay for the product or service. For more information, call **Alberta Government Services' Consumer Information Centre** at:

**Edmonton: (780) 427-4088**

**Toll-free: 1-877-427-4088**

### **Time shares**

If you buy a time-share you have the right to cancel the contract either under the *Fair Trading Act* (7 days) or the *Real Estate Act* (30 days). The cancellation period depends on the type of time-share you buy. For more information or to get a copy of the tipsheet *Buying Time Shares*, contact **Alberta Government Services' Consumer Information Centre** at:

**Edmonton: (780) 427-4088**

**Toll-free: 1-877-427-4088**

or visit their web site at: [www.gov.ab.ca/gs](http://www.gov.ab.ca/gs) then click on Forms and Publications.

### **Credit and Personal Reporting**

You have a right to look at, add an explanation to, and protest information in your file held by a credit-reporting agency. There are also rules about what kind of information can be on your file and who can get a report about

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you. For more information or a copy of the tipsheet *Credit and Personal Reporting*, call the **Alberta Government Services' Consumer Information Centre** at:

**Edmonton: (780) 427-4088**

**Toll-free: 1-877-427-4088**

or visit their web site at: **[www.gov.ab.ca/gs](http://www.gov.ab.ca/gs)** then click on Forms and Publications.

### **Vehicle sales and repair complaints**

The Alberta Motor Vehicle Industry Council (AMVIC) licenses automotive businesses including vehicle sales (retail), body shops, garages, specialty repair shops (e.g. transmission repairs), mobile automobile repair, and prepaid auto service contracts. The council also deals with complaints and inquiries about these businesses. For more information contact:

**Alberta Motor Vehicle Industry Council (AMVIC)**

**BOX 11 SUITE 303**

**9945 50 STREET**

**EDMONTON, ALBERTA T6A 0L4**

**ph: (780) 466-1140**

**Toll-free 1-877-313-3833**

or visit their web site at **[www.amvic.org](http://www.amvic.org)**

### **Protecting Yourself**

Protect yourself from frauds and scams by considering the following suggestions:

- Take your time! Don't be pressured into making an immediate decision and take time to speak with a family member, friend or someone you trust before completing a transaction that you are not comfortable with.
- Never give your credit card number to people calling over the phone and don't ever send money by messenger or overnight mail.
- Call PhoneBusters or the Alberta Government Services Consumer Information Centre to check the seller's record. See page 22 for contact numbers.



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- Never buy something merely because the seller is offering a FREE GIFT!
  - Always remember if it sounds too good to be true, it probably is!
  - If you are feeling uncomfortable or pressured by the caller, HANG UP!

\* **Watch out for** people asking you for “shipping and handling” fees or to pay a “small gift tax” in order to receive a prize. Legitimate contests won’t ask you to send money to receive a prize.

### **Home Renovations**

When a written renovation contract has been solicited, agreed upon and signed within your home, and the contractor has accepted money before the work is completed, the Fair Trading Act gives you the right to cancel the contract without giving a reason. You must cancel **no later than 10 days** after receiving your copy of the contract. You may also have more cancellation rights. For more information about cancellation, licensing and bonding, or to obtain the tipsheet *Home Renovations and Repairs* contact the **Alberta Government Services’ Consumer Information Centre** at:

**Edmonton (780) 427-4088**

**Toll-free: 1-877-427-4088**

or visit their web site at: **[www.gov.ab.ca/gs](http://www.gov.ab.ca/gs)** then click on Forms and Publications.

### **Homeowners Beware**

Homeowners need to know that home-repair frauds are occurring more frequently.

- Avoid contractors who knock on your door and claim they are doing some work in the area and offer you a ‘special price’ for repairs they feel your home needs.
- Be wary of contractors who promise you a discount for work done if you agree to allow them to use your home to ‘advertise’ their work.
- Be cautious of contractors who quote a price without seeing what needs to be repaired.
- Be aware of contractors who demand a large down payment to buy materials.

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- Be cautious of contractors who offer to conduct a free inspection of your home and then suggest major repairs.

Before hiring a contractor, have the individual provide you with the following information:

- municipal business license
- Canada Customs and Revenue Agency GST number
- workers' compensation account number
- provincial **prepaid** contractors license number- if the contractor is asking for money before the job is finished and is looking for work and discussing the contract away from the contractor's normal place of business (not all contractors have to have a provincial license). The provincial license number will be on the salesperson's identification card. Alberta Government Services licenses prepaid contractors.

**REMEMBER:** Legitimate businesses are not concerned about consumers checking past customer relationships, and are willing to wait for consumers to decide to use their services. If they are reluctant to give you any information, you should be just as reluctant to hire them. You should always shop around. Get more than one quote and compare the cost before deciding which contractor to go with.

For more information contact:

**PhoneBusters** (telemarketing fraud complaints)  
**Toll-free: 1-888-495-8501**

or visit their web site at: **[www.phonebusters.com](http://www.phonebusters.com)**

**Alberta Government Services, Consumer Information Centre:**  
**Edmonton: (780) 427-4088**  
**Toll-free: 1-877-427-4088**

or visit their web site at **[www.gov.ab.ca/gs](http://www.gov.ab.ca/gs)** for information and tipsheets.



# Government Income Programs

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## Alberta Government Income Supplement Programs

### Alberta Seniors Benefit Program

The **Alberta Seniors Benefit program (ASB)** is designed to assist lower-income seniors. This program is administered by Alberta Community Development. To be considered for the Alberta Seniors Benefit program, you must complete an application form.

If you are eligible for this program, you could receive:

- a cash payment and a full subsidy of your Alberta Health insurance premiums, or
- a full or partial subsidy of your Alberta Health insurance premiums.

You only need to apply once for the Alberta Seniors Benefit program. However, it is your responsibility to inform us whenever you have changes to your:

- accommodation, or
- marital status, or
- eligibility for the federal Old Age Security Pension, or
- your annual income, if you do not file an individual income tax return.

### General Eligibility Requirements

To be eligible for the Alberta Seniors Benefit you must:

- be 65 years of age or older,
- be an Alberta resident for at least three months immediately before applying
- be a Canadian citizen, or have been admitted into Canada for permanent residence (landed or sponsored immigrants), and
- have an income level within the limits allowed by the program.

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## **Cash Benefit Component**

The annual cash benefit is determined by four factors:

- the type of accommodation you live in,
- your marital status,
- your income (combined with your spouse's income), and
- whether you are eligible for the federal Old Age Security pension.

The first two factors determine the maximum cash benefit you may be eligible for, and the last two determine how much of that maximum you are eligible to receive.

In order to ensure that a cash benefit is paid to those seniors most in need, the Alberta Seniors Benefit program is income based. In other words, the lower your income, the higher your cash benefit will be, within the maximum cash benefit allowed under the program.

In general, a single senior with income of \$18,185 or less, and senior couples with combined income of \$27,415 or less, are eligible for a cash benefit. These income levels are guideline figures only, and are applicable for seniors whose income includes full Old Age Security pension. Since the source and composition of income will vary from one individual to another, please see the Alberta Seniors Benefit Information Booklet to determine eligibility and to calculate your exact benefit.



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## Maximum Cash Benefit Available

<b>Accommodation and Marital Status</b>	<b>Maximum Annual Cash Benefit</b>
<b>Renter</b>	
Single Senior	\$ 2,640
Couple	\$ 3,960
<b>Mobile Homeowner (on rented land)</b>	
Single Senior	\$ 2,460
Couple	\$ 3,780
<b>Homeowner</b>	
Single Senior	\$ 2,040
Couple	\$ 3,360
<b>Subsidized or Other Accommodation</b>	
Single Senior	\$ 1,560
Couple	\$ 3,120

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If your annual income level changes, the level of your cash benefit in the corresponding benefit year will also change.

### **Alberta Health Care Insurance Premium Subsidy Component**

If you qualify for a cash benefit, your Alberta Health Care Insurance premiums will be fully subsidized by Alberta Health and Wellness.

If you do not qualify for a cash benefit, the following are the ranges of (combined) income that allow a subsidy of Alberta Health insurance premiums by Alberta Health and Wellness. These income levels are guideline figures only, and are applicable for seniors whose income includes full Old Age Security pension. Full premiums are \$408 per year for single seniors and \$816 per year for senior couples and families.

If you must pay for all or part of your premium, you will be billed four times per year by Alberta Health and Wellness.

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## Alberta Health Care Insurance Premium Thresholds

	Full Subsidy	Partial Subsidy	No Subsidy
Single Senior Income	\$0 to \$23,060	\$23,061 to \$25,780	Over \$25,780
Couple Combined Income	\$0 to \$37,125	\$37,126 to \$42,565	Over \$42,565

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Since the source and composition of income will vary from one individual to another, for more information about subsidies for Alberta Health insurance premiums, please telephone the **Alberta Seniors Information Line**, toll-free at **1-800-642-3853** (in Edmonton 427-7876).

### Program Cycle

The benefit year of the program is twelve months, July 1<sup>st</sup> to June 30<sup>th</sup> of the following year. The Alberta Seniors Benefit program normally bases your cash benefit for the current program year on your income for the prior calendar year. An exception is made for single seniors or couples applying to the program or receiving benefits from the program for the first time. In these situations, income for the current calendar year may be used to determine current benefit year eligibility.

If you do not receive an application package in the mail before your 65th birthday or if you have more questions about this benefit, please call the **Alberta Seniors Information Line** toll-free at **1-800-642-3853** (in Edmonton 427-7876).

Your application package will contain detailed instructions for completing the forms, as well as what information you need to include with the completed application.



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## Special Needs Assistance for Seniors Program

The **Special Needs Assistance for Seniors Program** is an income-tested provincial government benefit program that provides financial assistance through a lump-sum cash payment to low-income seniors who are experiencing financial difficulties. To qualify for this assistance, eligible seniors need to show they are unable to meet their non-discretionary, basic needs.

### Eligibility

To be eligible for a Special Needs Assistance for Seniors benefit you must:

- be 65 years of age or older
- have lived in Alberta for at least 3 months before applying
- have completed an application for the Alberta Seniors Benefit program
- be eligible for a cash benefit from the Alberta Seniors Benefit program or a full or partial subsidy of your Alberta Health Care Insurance premiums
- be receiving the federal Old Age Security pension
- have submitted a complete Special Needs Assistance for Seniors application
- show you are unable to meet your basic needs

**Note:** If you meet the eligibility criteria above and are a single senior with an income greater than \$1,400 monthly or \$16,800 annually (gross income - before taxes) or a senior couple and your combined income is greater than \$2,100 monthly or \$25,200 annually (gross income - before taxes), it is unlikely you will be eligible for a benefit. Nevertheless, your application will be given careful consideration.

### Last Resort Program

The Special Needs Assistance for Seniors program is a last-resort program. All other sources of funding must be exhausted prior to applying to the Special Needs Assistance for Seniors Program. Below are a few examples of provincial and federal government programs that offer assistance.

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These programs should be applied to before applying to the Special Needs Assistance for Seniors program:

- Federal Income Security Programs- Old Age Security/Guaranteed Income Supplement/Allowance/Allowance for the Survivor, see pages 31 to 36 for more information
- Medical Supplies/Hearing Aids- Alberta Aids to Daily Living, see pages 71 to 75 for more information
- Home Repair Programs- Residential Rehabilitation Assistance Program (RRAP) and the Home Adaptations for Seniors Independence (HASI), see pages 41 to 43 for more information
- Diabetic Supplies- Alberta Monitoring for Health Program, see page 37 for more information
- Home Support Programs- Home Care, see pages 82 to 83 for more information

These programs and services are just a few of the programs that are described in this booklet. Before you apply to the Special Needs Assistance for Seniors program, be sure that you are receiving all the federal and provincial benefits available to you.

### **Basic Needs**

Special Needs Assistance for Seniors defines basic needs as those items we need in our daily lives and includes shelter, food, clothing, transportation, medical supplies, and personal hygiene supplies. (Items that are not considered basic needs include vacations, gifts to family, and cosmetic home renovations such as re-decorating or landscaping.)

### **Available Assistance**

In any given benefit year, you can apply for a benefit of up to \$5,000. The amount of the benefit will depend on the level of financial difficulty that is demonstrated on your application. A benefit year runs from July 1 of one year to June 30 of the following year.

Like the Alberta Seniors Benefit program, the Special Needs Assistance for Seniors program is income-based to ensure that assistance goes to those seniors most in need.



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## **How to Apply**

If you have exhausted all other sources of funding and continue to have financial difficulties, you can apply to the program by submitting a complete Special Needs Assistance for Seniors application form. If you have not already done so, you will be asked to submit a complete Alberta Seniors Benefit application. If you are approved for benefits from the Alberta Seniors Benefit program and you meet all the Special Needs Assistance for Seniors program eligibility requirements (see page 27 for eligibility requirements), your application will be assessed.

The application includes a monthly income form and a detailed monthly budget form. These are used to assist in assessing your application. The application also gives you the chance to explain the difficulties you are having in meeting your basic needs.

**Further Information.** If you need an application form or if you would like more information on the Alberta Seniors Benefit program or the Special Needs Assistance for Seniors program, please telephone:

### **The Alberta Seniors Information Line:**

**Toll-free: 1-800-642-3853**

**Edmonton: (780) 427-7876**

**NOTE:** If you are calling in regards to your Alberta Seniors Benefit or your Special Needs Assistance for Seniors file please have your Personal Health Number available.

For additional assistance you may visit the Alberta Seniors Service Centres listed on pages 50 to 51 of this booklet.

You may write to the **Alberta Seniors Benefit or the Special Needs Assistance for Seniors programs** at:

BOX 3100

EDMONTON AB T5J 4W3

You may visit the Alberta Community Development Seniors Services and Housing web site at: **[www.gov.ab.ca/mcd/seniors/seniors.htm](http://www.gov.ab.ca/mcd/seniors/seniors.htm)**

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## **Provincial Non-Seniors Income Programs**

Alberta Human Resources and Employment assists non-seniors with little or no income, and in special circumstances, under three programs:

### **Alberta Widows' Pension Program**

The Alberta Widows' Pension Program provides financial, health care, and housing assistance to low-income widows or widowers ages 55 through 64.

To obtain an application or more information contact:

#### **Alberta Widows' Pension Program**

ALBERTA HUMAN RESOURCES AND EMPLOYMENT

8 FLOOR 10035-108 STREET

EDMONTON AB T5J 3E1

ph: (780) 422-4080

### **Assured Income for the Severely Handicapped (AISH)**

The Assured Income for the Severely Handicapped (AISH) program provides financial and medical benefits to adults under the age of 65, with a permanent and severe disability that severely impairs their ability to earn a livelihood. Assets and income are taken into account in determining eligibility and benefit levels. A monthly benefit called Modified AISH may be paid to disabled persons living in a hospital, nursing home, or other facility listed in the AISH regulations.

### **Supports for Independence (SFI) (Social Assistance)**

Supports for Independence (SFI) is a program that provides temporary financial assistance to Albertans in need, taking into account their full financial resources.

Individuals who receive Old Age Security, Guaranteed Income Supplement, Allowance/Allowance for the Survivor and Canada Pension are unlikely to be eligible for assistance from this program.

For further information on these programs, contact the local offices of Alberta Human Resources and Employment listed in local telephone directories under Government of Alberta.

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## Federal Government Income Support Programs

The Government of Canada, through the Income Security Programs (ISP) of Human Resources Development Canada, delivers the Canada Pension Plan Benefit and Old Age Security Benefits.

When you call the offices of Human Resources Development Canada, you will be able to use an interactive voice response system. This system allows you to get basic information about the benefits or change your address by simply pushing buttons on your telephone. If you prefer, you will also be able to speak directly to a staff member.

In all areas of the province, phone the **ISP Telecentre** toll-free:

**English: 1-800-277-9914**

**French: 1-800-277-9915**

**TTY ONLY: 1-800-255-4786**

The federal government has offices in different areas of the province where you can obtain information about Old Age Security Benefits and the Canada Pension Plan Benefits.

### Canada Alberta Service Centres:

#### *Edmonton*

MAIN FLOOR, CANADA PLACE  
9700 JASPER AVE NW  
EDMONTON AB T5J 4C2

Hours of Operation: 8:30 a.m.-4:30 p.m.\*

\*except Tuesday: 10:00 a.m.-4:30 p.m.

#### *Calgary*

270 HARRY HAYS BUILDING  
220 4 AVE  
CALGARY AB T2G 4X3

Hour of Operation: 8:30 a.m.-4:30 p.m.\*

\*except Wednesdays: 9:30 a.m.-4:30 p.m.

#### *Red Deer*

FIRST RED DEER PLACE  
2 FLOOR 4911 51 ST  
RED DEER AB T4N 6A1

Hours of Operation: 8:30 a.m.-4:30 p.m.

#### *Lethbridge*

EAST ENTRANCE  
200 5 AVE S  
LETHBRIDGE AB T1J 4L1

Hours of Operation : 8:30 a.m.-4:15 p.m.



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Any questions and/or concerns can be answered by calling the ISP telephone number toll-free. The offices use an appointment system. **Please call to arrange an appointment before visiting an office.** Phones are very busy after the 20<sup>th</sup> of each month. In order to avoid a long wait, it is recommended you call early in the month and/or in the early or late part of the day.

You can make inquiries and book appointments by calling the **ISP Telecentre** toll-free line at:

**English: 1-800-277-9914**

**French: 1-800-277-9915**

**TTY ONLY: 1-800-255-4786**

Hours of Operation: 8:00 a.m.-4:00 p.m.\*  
except Wednesdays: 9:00 a.m.-4:30 p.m.

## **Canada Pension Plan**

The federal government administers the **Canada Pension Plan (CPP)**. You contribute to the CPP through employment or self-employment.

There are three kinds of **Canada Pension Plan benefits**.

### **Disability Benefits**

The Canada Pension Plan pays a monthly benefit to people who are under the age of 65, who have contributed to CPP and who are disabled according to Canada Pension Plan legislation. **The children's benefit** is a monthly benefit for dependent children of a disabled contributor.

For further information on the Federal Income Security Programs telephone the **Telecentre** toll-free from anywhere in Alberta:

**English: 1-800-277-9914**

**French: 1-800-277-9915**

**TTY ONLY: 1-800-255-4786**

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## Retirement Pension

You may be eligible for a retirement benefit if you have paid into CPP for at least one year. You can apply for your retirement pension as early as age 60.

If possible, submit your application six months before you wish the pension to begin.

A spouse or common-law partner, in an ongoing relationship, can apply to share their Canada Pension Plan retirement pension payments. Even if only one of you has been a contributor to the Canada Pension Plan, that one pension can still be shared. Both of you must be at least age 60 and both of you must have applied for any Canada Pension Plan retirement pension for which you may be entitled.

You do not have to cease employment to receive the retirement pension at the age of 60. If you continue working after the age of 65 while receiving this pension, be sure to inform your employer, who should discontinue CPP deductions. You cannot continue to contribute to the plan once you are receiving your pension.

## Survivor Benefits

There are three types of survivor benefits:

**The surviving child benefit** is a monthly benefit for dependent children of a deceased contributor.

**The death benefit** is a one-time payment to, or on behalf of, the estate of a deceased Canada Pension Plan contributor.

**The survivor pension** is a monthly pension paid to the surviving spouse or common-law partner of a deceased contributor.

To obtain information and application forms, call the **ISP Telecentre** toll-free at:

**English: 1-800-277-9914**

**French: 1-800-277-9915**

**TTY ONLY: 1-800-255-4786**

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## **Credit Splitting after Divorce or Separation**

When a legal marriage or common-law partnership ends in divorce or separation, Canada Pension Plan credits can be divided. Your divorce or separation must have occurred after January 1, 1987.

To obtain information and application forms, telephone the **ISP Telecentre** toll-free at:

**English: 1-800-277-9914**

**French: 1-800-277-9915**

**TTY ONLY: 1-800-255-4786**

## **Old Age Security Pension**

To be eligible for the **Old Age Security pension** (OAS), a federal government benefit, you must:

- be at least age 65 (you do not have to be retired)
- be a legal resident of Canada
- have lived a minimum of 10 years in Canada after the age of 18

Payments can increase in January, April, July, and October of each year if there is an increase in the national cost-of-living. Your first cheque is payable the month following your 65<sup>th</sup> birthday. If you do not apply for the pension until after your 65<sup>th</sup> birthday, any back payments due to you, up to a maximum of 12 months, will be included in your first pension cheque.

You must apply for this pension. If possible, send in your application six months before your 65<sup>th</sup> birthday. Application forms are available at any Income Security Programs office or by telephoning the Telecentre toll-free number at:

**English: 1-800-277-9914**

**French: 1-800-277-9915**

**TTY ONLY: 1-800-255-4786**



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## Guaranteed Income Supplement

The **Guaranteed Income Supplement** (GIS), a federal government benefit, is available to seniors who receive the Old Age Security pension and have little or no other income.

Eligibility for this supplement and the amount of the supplement that you would receive depends on:

- marital status- single, married, widowed, divorced or common-law
- total family income in the previous calendar year, if you are married or living common-law, the income of your spouse or common-law partner is included

The Guaranteed Income Supplement is added to the federal Old Age Security cheque each month.

Payments can increase in January, April, July, and October of each year if there is an increase in the national cost-of-living.

Applications for the Guaranteed Income Supplement are available from the **ISP Telecentre** at:

**English: 1-800-277-9914**

**French: 1-800-277-9915**

**TTY ONLY: 1-800-255-4786**

**An initial application must be submitted to receive this benefit.** To continue receiving GIS benefits each year you must submit a renewal form, or if you file an income tax return by April 30, 2001 your GIS benefit will automatically be renewed. Couples must file separate income tax returns.

## Allowance/Allowance for the Survivor

The **Allowance**, a federal government benefit, is paid to the spouse of a senior receiving the Guaranteed Income Supplement. A common-law partnership might be recognized. To be eligible you must:

- be age 60 through 64 (proof of age is required)

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## Alberta Alcohol and Drug Abuse Commission

The Alberta Alcohol and Drug Abuse Commission (AADAC) provides treatment programs for alcohol abuse, other drug abuse, and problem gambling. AADAC also provides education and preventive services related to alcohol, other drugs, and gambling. For information, contact your local Alberta Alcohol and Drug Abuse Commission office listed in the white pages of your telephone directory, or call:

### ***Calgary:***

PREVENTION & TREATMENT  
2ND FLOOR  
STEPHENSON BUILDING  
1177 11 AVE SW  
CALGARY AB T2R 0G5  
ph: (403) 297-3071

### ***Edmonton:***

PREVENTION & TREATMENT  
10010 102A AVE NW  
EDMONTON AB T5J 3G2  
ph: (780) 427-2736

### ***Grande Prairie:***

PREVENTION & TREATMENT  
NORTHERN ADDICTIONS CENTRE  
11333 106 ST  
GRANDE PRAIRIE AB T8V 6T7  
ph: (780) 538-5210

or visit AADAC's web site at [www.aadac.com](http://www.aadac.com)

## The Canadian National Institute for the Blind

The Canadian National Institute for the Blind (CNIB) provides counseling, rehabilitation services, and support to help blind, deafblind, and visually impaired people.

More than 45 support groups for seniors with vision loss are available in communities throughout Alberta. The Seniors and Vision Loss Program trains seniors as peer facilitators to lead the support groups. This program also provides information about vision loss and the resources available to seniors and professionals who work with seniors.

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For information about the **Canadian National Institute for the Blind** visit their web site at **www.cnib.ca** or contact them at:

***Calgary***

15 COLONEL BAKER PLACE NE  
CALGARY AB T2E 4Z3  
ph: (403) 266-8831  
toll-free: 1-800-376-2642  
TDD: 265-0105  
FAX: (403) 265-5029

***Grande Prairie***

SUITE 200  
4-9728 MONTROSE AVE  
GRANDE PRAIRIE AB T8V 5B6  
ph: (780) 539-4719  
FAX: (780) 539-3331

***Medicine Hat***

533 1 ST SE  
MEDICINE HAT AB T1A 0A9  
ph: (403) 527-2211  
FAX: (403) 526-3548

***Edmonton***

12010 JASPER AVE NW  
EDMONTON AB T5K 0P3  
ph: (780) 488-4871  
toll-free: 1-800-365-2642  
TDD: 482-2791  
FAX: (780) 482-0017

***Lethbridge***

1119 3 AVE S  
LETHBRIDGE AB T1J 0J5  
ph: (403) 327-1044  
FAX: (403) 380-2672

***Red Deer***

BOX 101  
RED DEER AB T4N 5E7  
ph: (403) 346-0037  
FAX: (403) 346-0037

Collect calls are welcome at all offices.

## **Family and Community Support Services**

These provincial/municipal programs, available in many parts of Alberta, provide funding for, and assistance with, the development of community programs of interest to senior citizens. Many also provide information about available services.

In some communities, Family and Community Support Services assists seniors by offering home chore services, transportation, visiting services, and various outreach programs. For information, contact Family and Community Support Services listed in local telephone directories.



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## Meals-on-Wheels

Usually for a fee, Meals-on-Wheels provides one hot meal a day to seniors in their homes. These services are available in many areas of Alberta. For information about Meals-on-Wheels, contact your local Regional Health Authority (telephone numbers and addresses are on pages 88 to 90)

## The Support Network- Distress Line

A 24-hour confidential, non-judgmental, supportive, listening service, providing support and referrals for people experiencing difficulty in their lives. Help is also provided in suicide and violent situations.

**Edmonton and area:**  
**(780) 482-4357 (HELP)**

**Drayton Valley, High Prairie, and Westview and Aspen Health Authorities regions: 1-800-232-7288**

## Victorian Order of Nurses

The Victorian Order of Nurses is a non-profit charitable organization administered by voluntary boards. The Victorian Order of Nurses offers health and support services at nominal fees.

For services that may be available in your community, call the **Victorian Order of Nurses:**

**Calgary**  
GLENMORE LANDING  
D272 1600 90 AVE SW  
CALGARY AB T2V 5A8  
ph: (403) 640-4765

**Grande Prairie**  
10117 101 AVE  
GRANDE PRAIRIE AB T8V 0Y1  
ph: (780) 532-1012

**Edmonton**  
RM. 100  
4936 87 ST  
EDMONTON AB T6E 5W3  
ph: (780) 466-0293

**Medicine Hat**  
631 PROSPECT DR SW  
MEDICINE HAT AB T1A 4C2  
ph: (403) 529-8025

# Housing Programs

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## Federal Government Housing Programs

### **Emergency Repair Program (ERP)**

The Emergency Repair Program is for low-income homeowners in rural areas for emergency repairs required for continuing safe occupancy. This program is intended for homes that cannot be brought up to minimum standards through the RRAP program. To qualify, the applicants' household income must be less than the Core Need Income Threshold established by the federal government. These income limits vary depending on where the property is located and how many people live in the house. This program provides a grant up to \$4,635 (or \$6,524 in northern areas) for repairs such as wood stoves, chimneys, fire protection, etc.

### **Home Adaptations for Seniors Independence (HASI)**

This program is for seniors 65 years and older for minor home adaptations for age related difficulties. Household income must be less than the Core Need Income Threshold established by the federal government. These income limits vary depending on where the property is located and how many people live in the house. The program provides a forgivable loan of up to \$2,500 for adaptations such as handrails, grab bars, deadbolts, lowering kitchen cupboards, adding shelving at a convenient height, additional light fixtures, additional electrical outlets, etc. The forgivable loan does not have to be repaid as long as the property is owned and occupied for six months after work is done. Funds are also available to the owners of rental units.

### **Residential Rehabilitation Assistance Program (RRAP)**

#### **For the Disabled**

This program is for low-income homeowners regardless of the age of the occupants. The house can be new but construction must be substantially complete, and the house must meet a minimum standard of health and safety. Household income must be less than the Core Need Income

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Threshold established by the federal government. These income limits vary depending on where the property is located and how many people live in the house. There is a further income scale to determine the amount of the forgivable loan. The program provides a forgivable loan up to \$12,000 (or \$14,000 in northern areas) for modifications such as wheelchair accessibility or other mobility adaptations, allergy-related modifications, age-related disabilities, and hearing or sight impairments. The forgivable loan does not have to be repaid as long as the property is owned and occupied for one to five years after the work is completed (depending on the amount of the loan received). Funds are also available to the owners of rental units.

### **For Homeowners**

This program is for low-income homeowners regardless of the age of the occupants. The house must be at least five years old and be in need of at least one major repair (roof leaking, furnace that needs replacement, etc.). Household income must be less than the Core Need Income Threshold established by the federal government. These income limits vary depending on where the property is located and how many people live in the house. There is a further income scale to determine the amount of the forgivable loan. The program provides a forgivable loan up to \$12,000 (or \$14,000 in northern areas) for major repairs required to bring the home up to a minimum standard of health and safety. The forgivable loan does not have to be repaid as long as the property is owned and occupied for one to five years after work is done (depending on the amount of loan received).

### **For Rental and Rooming Houses**

The Residential Rehabilitation Assistance Program is for owners of rental and rooming house properties intended as permanent accommodation for low-income tenants. Properties must be at least five years old and need at least one major repair. Tenant income must be less than the Core Need Income Threshold and rents must be less than the median market rent established by the federal government. The Rental program provides a forgivable loan up to \$18,000 (or \$21,000 in northern areas) per self-contained unit.



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The Rooming House provides a forgivable loan up to \$12,000 (or \$14,000 in northern areas) per bed unit. The program provides forgivable loans for major repairs required to bring the property up to a minimum standard of health and safety, and do not have to be repaid as long as the terms of the Operating Agreement are followed for four to 15 years (depending on the amount of the loan received). Funding is also available to convert non-residential buildings into affordable residential rental units.

### **Other Information**

The Canada Mortgage and Housing Corporation (CMHC) has a variety of publications and videos available on housing-related topics, such as housing options for seniors, handicapped accessible homes, and information for first time homebuyers. Please contact the Canadian Housing Information Centre at 1-800-668-2642 or visit their website at **[www.cmhc-schl.gc.ca](http://www.cmhc-schl.gc.ca)**.

For more information on the housing programs and Core Need Income Threshold, please contact Canada Mortgage and Housing Corporation in:

#### ***Edmonton***

CMHC  
STANDARD LIFE CENTRE  
SUITE 210,  
10405 JASPER AVENUE NW  
EDMONTON, AB T5J 3N4  
ph: (780) 423-8700

#### ***Calgary***

CMHC  
SUITE 500, 708 11 AVENUE SW  
CALGARY, AB T2R 0E4  
ph: (403) 515-3000

## **Housing Registries**

Housing registries have lists of senior citizens' apartments, lodges, and management bodies. They may also help you find private accommodation. Housing registries for seniors are located at:

#### ***Calgary***

KERBY CENTRE  
1133 7 AVE SW  
CALGARY AB T2P 1B2  
ph: (403) 265-0661 (Ext. 323)

#### ***Medicine Hat***

HOUSING REGISTRY  
VEINER CENTRE  
225 WOODMAN AVE SE  
MEDICINE HAT AB T1A 3H2  
ph:(403) 529-8383

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**Edmonton**

SOCIETY FOR THE RETIRED  
AND SEMI-RETIRED  
15 SIR WINSTON CHURCHILL  
SQ NW  
EDMONTON AB T5J 2E5  
ph: (780) 423-5510

**Edmonton**

NATIVE SENIORS' CENTRE  
COTTAGE E  
10107 134 AVE NW  
EDMONTON AB T5E 1J2  
ph: (780) 476-6595

If a housing registry is not available in your area, contact your local information centre, see page 54, or Family and Community Support Services Office, listed in local telephone directories, or the Alberta Seniors Information Line, see page 50.

## **Provincial Government Housing Programs**

### **Community Housing Program**

The Community Housing Program provides subsidized rental housing for low-income families, senior citizens, wheelchair users or individuals who cannot afford private sector accommodation. Management and tenant selections are the responsibility of management bodies.

Applicants are given priority based on need, as determined by income, assets and current housing condition.

Rents are based on 30 percent of a household's adjusted income. For more information contact:

**The Alberta Seniors Information Line:**

**Toll-free: 1-800-642-3853**

**Edmonton: (780) 427-7876**

Or write to:

**Alberta Community Development  
Seniors Services and Housing Division  
Family and Special Purpose Housing  
Mailing Address  
PO BOX 3100  
EDMONTON AB T5J 4W3**

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## Provincial Home Adaptation Program

Homeowners, tenants or landlords may apply to receive a provincial government grant to assist in completing permanent wheelchair modifications which improve access, facilitate movement, and significantly contribute to the safety and security of the wheelchair user. If you are a homeowner or tenant and your total household income for the previous calendar year was less than \$27,000 you may be eligible for a grant of up to \$5,000.

If your total household income was between \$27,000 and \$32,000 the grant is up to \$2,500.

As an eligible homeowner or tenant, you must:

- be a wheelchair user, or an individual whose disability will eventually require the use of a wheelchair
- live in the home to be adapted
- have a household income equal to or less than \$32,000 for the previous calendar year, or currently receive benefits from the Assured Income for the Severely Handicapped program
- ordinarily reside in Alberta and the eligible homeowner or tenant's home must be located in Alberta
- be a Canadian citizen or permanent resident of Canada

Modifications which are part of or fixed to the unit or building are eligible, if they:

- facilitate access to the unit including the provision of ramps, wheelchair lifts, sloped walk-ways, and lowered thresholds
- facilitate movement inside the unit such as door widening, kitchen and bathroom cabinet modifications, or installation of grab bars

Landlords who apply must agree to rent to an eligible tenant for not less than one year. The Landlord and Alberta Community Development must agree on the proposed modifications and the allocation of grant funds.



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If you apply for this grant and receive approval, you should not expect payment for modifications that were done before your application was approved.

For information and application forms contact:

**Home Adaptation Program**  
**Alberta Community Development**  
**Seniors Services and Housing Division**  
Family and Special Purpose Housing  
Mailing Address  
PO BOX 3100  
EDMONTON AB T5J 4W3

Or for more information contact:

**The Home Adaptation Program:**  
**Edmonton: (780) 427-5760**

In all other areas of the province you can call toll-free through the Government of Alberta RITE line. Dial 310-0000 and enter (780) 422-5760 if you have a touch-tone telephone. If you have a rotary telephone, dial 310-0000, wait for the operator to answer and ask to be connected to (780) 422-5760.

## **Rent Supplement Program**

The Rent Supplement Program provides assistance to households in need to obtain affordable and suitable rental accommodation by subsidizing rents in eligible private sector rental projects. Management and tenant selection is the responsibility of the local management body.

Applicants are prioritized on the basis of need, as determined by income, assets, and current housing condition.

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Through management bodies, Alberta Community Development and Canada Mortgage and Housing Corporation pay private landlords a 'rent supplement' to subsidize the difference between a negotiated market rent and 30 percent of household income.

If you are looking for more information please contact:

**The Alberta Seniors Information Line:**

**Toll-free: 1-800-642-3853**

**Edmonton: (780) 427-7876**

or write to:

**Alberta Community Development  
Seniors Services and Housing  
Division**

Family and Special Purpose Housing

Mailing Address:

Box 3100

Edmonton AB T5J 4W3

**Alberta Community Development  
Seniors Services and Housing  
Division**

Family and Special Purpose Housing

301 7015 MACLEOD TRAIL S

CALGARY AB T2H 2K6

ph: (403) 297-5700

## **Senior Citizens' Lodge Program**

The Seniors Citizens' Lodge program offers single or double bedrooms, meals, housekeeping services, linen/laundry, and recreational services. Management bodies administer the lodges. Municipalities that formally support the lodges have representatives on the boards of the management bodies.

Provincially funded senior citizens' lodges are operated in accordance with a set of approved standards. *The Standards for the Operation of Seniors Citizens' Lodges* are used by reviewers from Alberta Community Development and the Alberta Senior Citizens' Housing Association who conduct lodge reviews. Each lodge is reviewed every three years and those lodges that meet the standards are certified. Senior citizens who are functionally independent, with or without the help of existing community-based services, are eligible to apply for this program. Applicants are prioritized on the basis of need. Applicants may need to meet local community residency requirements.

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The local management body sets lodge rates. Management bodies may set a minimum monthly lodge rental rate not to exceed \$700. To protect lower-income residents, management bodies must either adjust the monthly rate to ensure that each resident has at least \$265 per month in disposable income or change the minimum monthly lodge rate, (For example: If rent at the lodge is set at \$700 or less, then the lodge does not have to ensure that the resident has \$265 left in income after paying his/her rent. If the lodge charges \$701 or more for rent, then the lodge is required to ensure that ALL residents have \$265 in income after paying their rent). Operating deficits are partially offset by a grant from the provincial Lodge Assistance Program, with the remainder of the deficit being paid by the contributing municipalities.

For more information, see Housing Registries page 43.

## **Senior Citizen's Self-Contained Program**

Senior Citizen's self-contained program provides affordable apartment accommodation for low-income senior citizens who cannot afford private sector accommodation. Management and tenant selections are delegated to management bodies.

Senior citizens whose income falls within local limits and who are functionally independent, with or without the help of existing community-based services are eligible to apply for this program. Applicants are prioritized on the basis of need. Community residency requirements may be in place.

Rent is based on 30 percent of a household's adjusted income.

For more information, see Housing Registries, page 43.



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## General Housing Information

### Condominiums

There are new rules in place for condominiums that affect buyers and owners. To find out more, get the new tipsheets, *Owning a Condominium* and *Buying a Condominium*, from Alberta Government Services. Call the **Consumer Information Centre** at

**Edmonton: (780) 427-4088**

**Toll-free: 1-877-427-4088**

or visit the web site at [www.gov.ab.ca/gs](http://www.gov.ab.ca/gs)

### Landlord and Tenant Information

The *Residential Tenancies Act* identifies how a landlord or tenant may end a tenancy, how and when rent can be increased, remedies available to landlords and tenants, and security deposit requirements. For more information or to order a copy of the tipsheet *Information for Landlords and Tenants*, call the **Alberta Government Services Consumer Information Centre** at:

**Edmonton: 427-4088**

**Toll-free: 1-877-427-4088**

or visit their web site at [www.gov.ab.ca/gs](http://www.gov.ab.ca/gs)

# Information and Referral Centres

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## Alberta Customer and Information Services for Seniors

### Alberta Seniors Information Line

Information is available through a toll-free telephone line. The Alberta Seniors Information Line provides comprehensive information on programs and services available to seniors living in Alberta. This information service for seniors and their families or caregivers also provides referrals to government and non-government services and programs. Detailed information and assistance is provided on the Alberta Seniors Benefit and Special Needs Assistance for Seniors programs.

For information, telephone the **Alberta Seniors Information Line**

**1-800-642-3853 (Edmonton telephone 427-7876)**

### Alberta Community Development Seniors Service Centres

There are various Seniors Service Centres located throughout the province. The Seniors Service Centres assist seniors by providing detailed information regarding the Alberta Seniors Benefit and Special Needs Assistance for Seniors Programs. Outreach (displays and presentations) and referral services are also available through these centres. The offices are open 8:15 a.m. to 4:30 p.m., Monday to Friday.

Alberta Seniors Service Centres are listed below:

#### **Calgary**

SUITE 101  
525 11 AVE SW  
CALGARY AB T2R 0C9  
ph: (403) 297-8418  
FAX: (403) 297-5751

#### **Cochrane**

MAIN FLOOR,  
PROVINCIAL BUILDING  
213 1 ST W  
COCHRANE AB T0L 0W0  
ph: (403) 932-2970  
FAX: (403) 932-6017

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***Edmonton***

MAIN FLOOR  
STANDARD LIFE CENTRE  
10405 JASPER AVE NW  
EDMONTON AB T5J 4R7  
ph: (780) 427-7876  
FAX: (780) 422-5954

***Lethbridge***

406 ADMINISTRATION BUILDING  
909 3 AVE N  
LETHBRIDGE AB T1J 4C7  
ph: (403) 381-5231  
FAX: (403) 329-8816

***Red Deer***

6TH FLOOR PROVINCIAL  
BUILDING  
4920 51 ST  
RED DEER AB T4N 6K8  
ph: (403) 340-5115  
FAX: (403) 340-5381

***Stony Plain***

MAIN FLOOR, PROVINCIAL BUILDING  
4709 44 AVE  
STONY PLAIN AB T7Z 1N4  
ph: (780) 963-2281  
FAX: (780) 963-7009

***Grande Prairie***

1601 PROVINCIAL BUILDING  
10320 99 ST  
GRANDE PRAIRIE AB T8V 6J4  
ph: (780) 538-5300  
FAX: (780) 538-5308

***Medicine Hat***

203 PROVINCIAL BUILDING  
346 3 ST SE  
MEDICINE HAT AB T1A 0G7  
ph: (403) 529-3156  
FAX: (403) 526-8813

***St. Paul***

3 FLOOR PROVINCIAL  
BUILDING  
5025 49 AVE  
ST PAUL AB T0A 3A4  
ph: (780) 645-6353  
FAX: (780) 645-4760

**(RITE) Line**

You can contact any provincial government program by calling the Alberta Government “**RITE**” line telephone service. To use this toll-free service from anywhere in Alberta, simply dial:

**310-0000**

and then enter the 10 digit telephone number or dial zero for RITE assistance. If you do not have a touch-tone telephone, stay on the line and



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an operator will help you place your call.

**Example:** If you were calling the Edmonton number for the Alberta Seniors Information Line from outside of the Edmonton area, you would dial 310-0000 then dial 780-427-7876.

RITE staff are available to answer your questions and direct your calls Monday to Friday, 8:00 a.m. to 6:00 p.m. The RITE line is a province wide toll-free service. No long distance charges will apply.

**Deaf or hearing impaired with TDD/TDY units call:**

**Toll-free: 1-800-232-7215**

**Edmonton and area: (780) 427-9999**

## **Alberta Government Services Consumer Information Centre**

The Consumer Information Centre provides information to consumers about their rights and responsibilities in the marketplace. It also provides information and advice about dealing with consumer complaints.

Subject areas include landlord and tenant issues, collection practices, natural gas marketers, door-to-door sales, credit reporting, time shares, auctions, advance fee loan brokers, home improvement contracting, negative option sales, electricity marketers, unfair market practices and charitable fund-raising.

Consumer tipsheets are available at no charge by calling the **Consumer Information Centre** or visiting the Department's web site. For more information contact:

**Edmonton: (780) 427-4088**

**Toll-free: 1-877-427-4088**

or visit the web site at **[www.gov.ab.ca/gs](http://www.gov.ab.ca/gs)**

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# **Human Resources Development Canada Income Security Program Information Centre**

## **Telecentre**

For information regarding Old Age Security or Canada Pension Plan telephone:

**English: 1-800-277-9914**

**French: 1-800-277-9915**

**TTY ONLY: 1-800-255-4786**

## **Outreach Program**

Income Security Programs offer an Outreach program for the public, organizations and businesses. Outreach services include publications, presentations and booths at fairs and shows.

For further information contact your nearest **Outreach Office:**

CANADA ALBERTA  
SERVICE CENTRE  
EDMONTON DOWNTOWN  
260 9700 JASPER AVE  
EDMONTON AB T5J 4C2

CANADA ALBERTA  
SERVICE CENTRE  
280 220 4 AVE SE  
CALGARY AB T2G 4X3

CANADA ALBERTA  
SERVICE CENTRE  
5 346 Third ST SE  
MEDICINE HAT AB T1A 0G7

CANADA ALBERTA  
SERVICE CENTRE  
FIRST RED DEER PLACE  
2<sup>ND</sup> FLOOR 4911 51 ST  
RED DEER AB T4N 6A1

or contact your nearest **Outreach Officer by telephoning:**

**English: 1-800-277-9914**

**French: 1-800-277-9915**

**TTY ONLY: 1-800-255-4786**

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## Local Information and Referral Centres

In addition to Public Health Services and Family and Community Support Services offices, many communities have local information centres that provide information on the services available in your community. Larger centres are located at:

### ***Calgary***

KERBY CENTRE

1133 7 AVE SW

CALGARY AB T2P 1B2

ph: (403) 265-0661

FAX: (403) 264-7047

Web site: [www.kerbycentre.com](http://www.kerbycentre.com)

E-mail: [kerbycentre@kerbycentre.com](mailto:kerbycentre@kerbycentre.com)

### ***Camrose***

CAMROSE AND DISTRICT

SENIOR CENTRE

5415 49 AVE

CAMROSE AB T4V 0N6

ph: (780) 672-7022

FAX: (780) 679-0194

E-mail: [srcentre@telusplanet.net](mailto:srcentre@telusplanet.net)

### ***Edmonton***

THE SOCIETY FOR THE RETIRED  
AND SEMI-RETIRED

15 SIR WINSTON CHURCHILL SQ  
NW

EDMONTON AB T5J 2E5

ph: (780) 423-5510

FAX: (780) 426-5175

Web site: [www.elderweb.org/vis/sc/srsr/](http://www.elderweb.org/vis/sc/srsr/)

E-mail: [srsr@icrossroads.com](mailto:srsr@icrossroads.com)

### ***Calgary***

CALGARY SENIORS RESOURCE  
SOCIETY

BOX 716

GEORGE C. KING TOWER

807 6 ST SE

CALGARY AB T2G 4V8

ph: (403) 266-6200

FAX: (403) 269-5183

### ***Edmonton***

THE SUPPORT NETWORK  
COMMUNITY SERVICES  
REFERRAL LINE

301 11456 JASPER AVE

EDMONTON AB T5K 0M1

ph: (780) 482-4636 (info)

FAX (780) 488-1495

Web site: [www.thesupportnetwork.com](http://www.thesupportnetwork.com)

E-mail: [csrl@thesupportnetwork.com](mailto:csrl@thesupportnetwork.com)

### ***Fort McMurray***

SALVATION ARMY SENIORS

9919 MACDONALD AVE

FORT MCMURRAY AB T9H 1S7

ph: (780) 743-4135

FAX: (780) 791-2909

E-mail: [sachild@home.com](mailto:sachild@home.com)



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***Grande Prairie***

GRANDE PRAIRIE AND AREA  
COUNCIL ON AGING SENIORS  
OUTREACH

SUITE 102

9905 101 AVE

GRANDE PRAIRIE AB T8V 0X7

ph: (780) 539-6255

FAX: (780) 532-5970

E-mail: [outreach@incentre.net](mailto:outreach@incentre.net)

***Lethbridge***

LETHBRIDGE SENIORS CITIZENS  
ORGANIZATION

500 11 ST S

LETHBRIDGE AB T1J 4G7

ph: (403) 320-2222

FAX: (403) 320-2762

E-mail: [lsca@telusplanet.net](mailto:lsca@telusplanet.net)

***Medicine Hat***

VEINER CENTRE

225 WOODMAN AVE SE

MEDICINE HAT AB T1A 3H2

ph: (403) 529-8383

FAX: (403) 529-1050

***Sherwood Park***

STRATHCONA SENIORS

INFORMATION LINE

100 ORDZE AVE

SHERWOOD PARK AB T8B 1M6

ph: (780) 464-4265

FAX: (780) 449-1354

E-mail: [ivc@home.com](mailto:ivc@home.com)

***Lacombe***

FAMILY AND COMMUNITY  
SUPPORT SERVICES

KENT HOUSE

5103 49 ST

LACOMBE AB T4L 1J4

ph: (403) 782-6637

FAX: (403) 782-6639

Web site: [www.town.lacombe.ab.ca](http://www.town.lacombe.ab.ca)

E-mail: [lacfcss@telusplanet.net](mailto:lacfcss@telusplanet.net)

***Medicine Hat***

STRATHCONA CENTRE

1150 5 ST SE

MEDICINE HAT AB T1A 8C2

ph: (403) 529-8307

FAX: (403) 529-2098

***Red Deer***

GOLDEN CIRCLE SENIOR

RESOURCE CENTRE

4620 47 AVE

RED DEER AB T4N 3P5

ph: (403) 343-6074

FAX: (403) 343-7977

***St. Albert***

ST. ALBERT SENIORS

7 TACHE ST

ST. ALBERT AB T8N 2S3

ph: (780) 459-0433

FAX: (780) 459-9588

E-mail: [seniorcc@telusplanet.net](mailto:seniorcc@telusplanet.net)

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**Wainwright**

WAINWRIGHT DISTRICT SUPPORT  
SERVICES

902 5 AVE

WAINWRIGHT AB T9W 1C7

ph:(780) 842-2777

FAX: (780) 842-5783

E-mail: [wdfcss@telusplanet.net](mailto:wdfcss@telusplanet.net)

Additional information regarding seniors organizations in Alberta is listed in the *Directory of Alberta's Seniors Organizations*. For a copy of the publication, contact the Alberta Seniors Information Line at 1-800-642-3853 or in Edmonton (780) 427-7876.

## **Provincial Organizations for Seniors**

### **Seniors Advisory Council for Alberta**

The Seniors Advisory Council for Alberta is a government-appointed body. A Member of the Legislative Assembly, appointed by the Premier, chairs the council. Members are appointed by Order-in-Council and represent seven regions of the province, with one representative each from the Alberta Medical Association and Alberta universities. The council reports to the Minister Responsible for Seniors.

The members of the Seniors Advisory Council for Alberta work closely with seniors and seniors' organizations and hold meetings throughout the province, gathering suggestions and feedback. From these interactions, the Council makes recommendations to the government on legislation and policies affecting senior citizens and on the funding and coordination of programs and services for seniors.

The Seniors Advisory Council undertakes research projects and distributes a quarterly newsletter.

Since 1986, the council has spearheaded the annual provincial Senior Citizens Week, the focus of which is to promote a greater understanding of aging and the contributions that seniors make to Alberta society.

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Council members are interested in the concerns of all Alberta's seniors. To share your comments, or to meet with council members, contact:

**Seniors Advisory Council for Alberta**

C/O Alberta Community Development  
SUITE 330 STANDARD LIFE CENTRE  
10405 JASPER AVE NW  
EDMONTON AB T5J 4R7

ph: (780) 422-2321

FAX: (780) 427-1689

Web site: [www.gov.ab.ca/mcd/seniors/saca/sacavision.htm](http://www.gov.ab.ca/mcd/seniors/saca/sacavision.htm)

In all other areas of the province you can call toll-free through the Government of Alberta RITE line. Dial 310-0000 and enter (780) 422-2321 if you have a touch-tone telephone. If you have a rotary telephone, dial 310-0000, wait for the operator to answer and ask to be connected to (780) 422-2321.

## **Alberta Council on Aging**

The Alberta Council on Aging is a province-wide charitable organization of groups and individuals concerned with the process of aging. The Alberta Council on Aging works towards change on both the individual and societal level, and towards enhancing the active community participation of seniors in society.

The ACA News, published six times a year and provided to members, is a source of current information on issues concerning Alberta's seniors. The Alberta Council on Aging also publishes material related to the interests of seniors' organizations.

The Alberta Council on Aging encourages communication and sharing of resources among seniors' groups and organizations. It acts as the umbrella group for the Alberta Council on Aging Policy Advisory Network, formerly the Inter-Agency Council on Aging for Alberta. The Policy Advisory Network represents and speaks on behalf of all seniors' organizations that are members of the Alberta Council on Aging.



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The Alberta Council on Aging has also been involved in sponsoring the Senior Friendly™ Project, funded by Health Canada. A Senior Friendly™ Toolkit and the video, “Friendly Seniority” were developed for businesses, seniors’ organizations, governments and communities to assist staff and community members in becoming more aware of, and meeting the needs of seniors. A French version of the toolkit and the video is also available. The Senior Friendly™ Challenge has been issued and is being well received throughout Alberta. The program was launched across Canada in the summer of 1999.

**Annual membership fees:**

Individual	\$15
Couples	\$15
Organizations	\$25

**Life membership fees:**

Individual	\$150
Couples	\$150

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For information contact:

**Alberta Council on Aging**

401, 10707 100 AVE

EDMONTON AB T5J 3M1

ph: (780) 423-7781

FAX: 425-9246

E-mail: [acaging@compusmart.ab.ca](mailto:acaging@compusmart.ab.ca)

# Legal Services

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## Lawyer Referral Service

If you can afford to pay for a lawyer but do not know one who can help you, the Lawyer Referral Service of the Law Society of Alberta will provide you with the names of three lawyers to choose from. You receive the first half-hour of discussion free of charge. During that time, you can discuss fees and decide whether you want to use the lawyer you have contacted.

For information contact:

**Lawyer Referral Service Office toll-free at: 1-800-661-1095**

## Legal Aid Society

Individuals seeking legal representation or information about legal aid can refer to their web site at **[www.legalaid.ab.ca](http://www.legalaid.ab.ca)** or contact the Legal Aid Society at:

<b>Calgary:</b>	(403) 297-2260
<b>Edmonton:</b>	(780) 427-7575
<b>Fort McMurray:</b>	(780) 743-7356
<b>Grande Prairie:</b>	(780) 538-5470
<b>Lethbridge:</b>	(403) 381-5194
<b>Medicine Hat:</b>	(403) 529-3553
<b>Peace River:</b>	(780) 624-6250
<b>Red Deer:</b>	(403) 340-5119
<b>St. Paul:</b>	(780) 645-6205
<b>Wetaskiwin:</b>	(780) 361-1331
<b>Whitecourt:</b>	(780) 778-7178

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## Office of the Ombudsman

The Ombudsman investigates complaints Albertans have about actions of Alberta government departments.

If you feel you have been treated unfairly by a department, agency or board of the Alberta government, you may write the Ombudsman, explain why you feel you have been unfairly treated and ask him to investigate.

Before the Ombudsman can do an investigation, you must try to resolve your problem by using available means. This includes discussing your problem with a supervisor or taking your problem to whatever appeal process is available to you in the department.

If the Ombudsman decides to investigate your complaint, one of his investigators will gather information from all the people involved. The Ombudsman will then decide whether he feels there is evidence to support the complaint. If he does support the complaint, he will suggest a solution he thinks is fair.

The Ombudsman does not take sides when investigating complaints; he acts impartially and makes recommendations based on evidence.

For more information please visit our web site at:  
**[www.assembly.ab.ca/ombudsmn/ombudsmn.htm](http://www.assembly.ab.ca/ombudsmn/ombudsmn.htm)**

or contact:

***Edmonton:***

1630 PHIPPS-MCKINNON  
BUILDING  
10020 101A AVE NW  
EDMONTON AB T5J 3G2  
ph: (780) 427-2756  
FAX: (780) 427-2759

***Calgary:***

850 FORD TOWER  
633 6 AVE SW  
CALGARY AB T2P 2Y5  
ph: (403) 297-6185  
FAX: (403) 297-5121

Hours: 8:15 a.m.-12:00 p.m.; and 1:00 p.m.-4:30 p.m., Monday to Friday



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In all other areas of the province you can call toll-free through the Government of Alberta RITE line. Dial 310-0000 and enter the 10 digit telephone number of the office nearest you, if you have a touch-tone telephone. If you have a rotary telephone, dial 310-0000, wait for the operator to answer and ask to be connected to the office telephone number.

**NOTE:** Due to confidentiality concerns, the Office cannot reply to complaints using Internet e-mail. Please contact the Edmonton or Calgary office by telephone if you have a specific complaint. For further general information about the Ombudsman Office, e-mail [om.buds@gov.ab.ca](mailto:om.buds@gov.ab.ca).

## Office of the Public Guardian

Alberta's Public Guardian program provides assistance and services relating to adult surrogate decision-making for non-financial matters. The Public Guardian's major responsibilities come from the *Dependent Adults Act* and the *Personal Directives Act*. Alberta's *Dependent Adults Act* provides for surrogate decision making for adults who are unable to make decisions about personal matters.

For adults who are unable to care for themselves and unable to make reasonable judgments about personal matters, the Surrogate Court may appoint a guardian as long as such an order is in the best interest of, and results in substantial benefit, to the individual. Where there is no one else who is willing, able and suitable to be the individual's guardian, the Court may appoint the Public Guardian.

The Court may appoint a guardian to assist a dependent adult or to make decisions for the dependent adult in areas such as: where and with whom to live, social activities, work related matters, education and training, licenses and permits, non-estate legal matters, health care and day-to-day decisions.

Guardians are accountable to the Court. The Court will require the actions and decisions of the guardian to be reviewed at least every six years.

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Family members or a friend can apply to the Courts for a guardianship order on a dependent adult. The Office of the Public Guardian provides a Self-help kit which when completed allows for the granting of a guardianship order without incurring the costs of a lawyer. However, there will be some costs associated with the granting of an order. Where the legal costs of applying for a guardianship order would be a hardship for a dependent adult or an applicant, the applicant must ask the Courts to have the Office of the Public Guardian contribute to the cost of getting the order.

The Office of the Public Guardian can provide additional information about how to apply for a guardianship order and about other guardianship matters.

## **Personal Directives Act**

Alberta's *Personal Directives Act* provides an alternative to the Court's appointment of a guardian under the *Dependent Adults Act*. It promotes self-determination by enabling competent adult Albertans to appoint a surrogate decision-maker. A surrogate decision-maker is called an agent.

The *Personal Directives Act* enables competent adult Albertans to provide instructions regarding personal, non-financial matters such as where to live, with whom to live and associate, health care decisions, non-financial legal matters, and so on. In this way, family and friends are assured that decisions being made by the named agent and actions that are taken by service providers, will be consistent with the person's expressed wishes.

Although most people appoint family and friends as their agents, the Public Guardian is also mandated to provide this role if named in a personal directive. The Office of the Public Guardian can provide additional information about how to create a personal directive, where help is available, how to carry out the role as an agent, and other matters related to personal directives.

Questions about guardianship or personal directives should be directed to the Regional Office closest to where the dependent adult or the person making a personal directive lives.

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For more information contact the Office of the Public Guardian:

***Provincial Public Guardian  
Coordinator***

6 FLOOR CENTRE WEST  
BUILDING  
10035 108 ST NW  
EDMONTON AB T5J 3E1  
ph: (780) 422-1868

***St. Paul Office***

210 PROVINCIAL BUILDING  
5025 49 AVE  
ST. PAUL AB T0A 3A4  
ph: (780) 645-6434

***Red Deer Office***

ROOM 203 PROVINCIAL  
BUILDING  
4920 51 ST  
RED DEER AB T4N 6K8  
ph: (403) 340-5165

***Lethbridge Office***

500 PROFESSIONAL BUILDING  
740 4 AVE S  
LETHBRIDGE AB T1J 0N9  
ph: (403) 381-5648

***Grande Prairie Office***

5<sup>TH</sup> FLOOR, NORDIC COURT  
10014 99 ST  
GRANDE PRAIRIE AB T8V 3N4  
ph: (780) 538-5575

***Edmonton Office***

4 FLOOR 108 STREET BUILDING  
9942 108 ST NW  
EDMONTON AB T5K 2J5  
PH:(780) 427-0017

***Calgary Office***

9 FLOOR CENTURY PARK PLACE  
855 8 AVE S.W.  
CALGARY AB T2P 3P1  
ph:(403) 297-3364

***Medicine Hat Office***

2<sup>ND</sup> FLOOR, PROVINCIAL  
BUILDING  
346 3 ST S.E.  
MEDICINE HAT AB T1A 0G7  
ph: (403) 528-5245

In all other areas of the province you can call toll-free through the Government of Alberta RITE line. If you have a touch-tone telephone dial 310-0000 and enter the 10 digit phone number for the office nearest you (be sure to include the area code). If you have a rotary telephone, dial 310-0000, wait for the operator to answer and ask to be connected to the office nearest you.



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## Office of the Public Trustee

The Public Trustee is the trustee of last resort for dependent adults (people who are unable to administer their own financial affairs because of a mental disability). This office also administers deceased persons' estates when they die intestate (without leaving a will) if the deceased individuals have no adult beneficiaries residing in the province. The Public Trustee also acts as guardian by protecting the assets and financial interests of missing persons and children under 18 years of age. For more information regarding the office of the Public Trustee, visit their web site at **[www.gov.ab.ca/just/trustee](http://www.gov.ab.ca/just/trustee)** or contact them at:

### *Calgary*

2100 TELUS TOWER  
411 1 ST SE  
CALGARY AB T2G 4Y5  
ph: (403) 297-6541

### *Edmonton*

400 SOUTH J.E. BROWNLEE  
BUILDING  
10365 97 ST NW  
EDMONTON AB T5J 3Z8  
ph: (780) 427-2744

In all other areas of the province you can call toll-free through the Government of Alberta RITE line. Dial 310-0000 and enter the 10 digit telephone number for the office nearest you, if you have a touch-tone telephone. If you have a rotary telephone, dial 310-0000, wait for the operator to answer and ask to be connected to the office nearest you.

# Medical Services

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## Alberta Health and Wellness

### Basic Coverage

Basic coverage includes:

- medically required services of physicians and osteopaths according to an approved benefit schedule
- specific oral and maxillofacial surgical procedures performed by an oral surgeon according to an approved benefit schedule, additional dental coverage is available for seniors and their dependants. See Extended Health Benefits program, page 76
- some chiropractic services: benefits are limited for each service and the maximum payable per benefit year\* is \$200
- some foot care services provided by a podiatrist: benefits are limited for each service and the maximum payable per benefit year\* is \$250
- limited coverage for out-of-province physical therapy services provided in an out-of-province/out-of-country general or auxiliary hospital
- an operator's license medical examination for people 74 + years of age and over
- a full eye exam (prescription for the fitting of corrective lenses), a partial eye exam (including two or more diagnostic procedures), and a single diagnostic service for persons 18 and under or 65 and over. Each of the three eye care benefits is allowed once per benefit year\*. Additional benefits may be payable in some cases. Your service provider can give you details. Limited eyeglass benefits are also available under the Extended Health Benefits program. See page 78

**Note:** In-province physical therapy services are based on assessed need and are the responsibility of the Regional Health Authorities through their Community Rehabilitation Program. Please contact your local Regional Health Authority for more information. See pages 88 to 90 for addresses and phone numbers.

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**\*Alberta Health and Wellness' benefit year is from July 1 of one year to June 30 of the following year.**

## **Benefit Statements**

Upon request, Alberta Health and Wellness will send you, at no charge, a statement that shows what services and benefits have been paid on your behalf. This statement of benefits will include information for the most recently completed benefit year plus information from the current benefit year. You can obtain a statement of benefits for the current benefit year at no charge. A fee of \$64.20 is charged for the statement of benefits for previous years.

## **Extra Billing**

Extra billing is not permitted for any basic health service, oral surgery, or optometry service that is covered by Alberta Health and Wellness. However, not all services provided by practitioners are insured through Alberta Health and Wellness. You can expect to pay the full fee for uninsured services, and should be informed of this fact by your practitioner before the service is delivered.

Alberta chiropractors and podiatrists are allowed to extra bill the patient. Private insurers providing supplementary health insurance for basic health services provided in Alberta can cover extra charges only after Alberta Health and Wellness' annual limits have been reached. See page 93 for more information on private insurers.

## **Hospital Services**

When you are registered with Alberta Health and Wellness and are admitted to an acute care hospital in Alberta for medically required services, you will receive standard ward care, meals, nursing and other services without charge while you are a patient in the hospital.

Other services may include:

- outpatient services
- laboratory and X-ray services



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- clinically approved drugs and basic medical supplies while in the hospital
  - operating and case room facilities
  - use of anaesthetic equipment, supplies and routine surgical supplies
  - radiotherapy and physiotherapy facilities
  - ambulance services if a patient is transferred in Alberta between hospitals for a particular service offered at another hospital
  - other approved services rendered by employees of a hospital

If you request a private or semi-private hospital room, you will be required to pay a room charge, which is determined by individual hospitals. As a senior, even with Alberta Blue Cross *Coverage for Seniors* you will have to pay for private or semi-private hospital rooms unless the physician indicates it is medically required. You may be able to purchase coverage for these charges from some private insurers. See page 93 for more information on private insurers.

For more information about coverage for hospital services, contact your Regional Health Authority, see pages 88 to 90 for addresses and phone numbers.

## **Temporary Absence from Alberta**

If you expect to be out of the province for six months or longer or if you regularly spend extended periods out of Alberta, please let Alberta Health and Wellness know your expected dates of departure and return, and the reason for your absence. This will ensure continuity of your health coverage.

If you take an extended vacation, your coverage continues for up to 12 months from your date of departure, provided you intend to return to live permanently in Alberta. However, if you routinely spend part of every year outside of Alberta, you must be present in Alberta for more than six months each year to remain eligible for Alberta Health coverage.

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You should contact Alberta Health and Wellness:

- if the expected time of your return is delayed
- if what was originally planned as a short absence is extended to six months or more
- when you return to Alberta

These steps will ensure you have continuous coverage.

Always carry your Personal Health Card when you travel within and outside Canada.

**Note:** Services that are considered to be in a research or experimental stage are not payable by Alberta Health and Wellness.

### **Travelling Inside Canada**

The services the Alberta Health Care Insurance Plan pays for in Alberta are also covered when provided in another province within Canada. Costs of health services received outside Alberta vary.

There is an agreement among all provinces, except Quebec, allowing Alberta Health and Wellness to pay physicians in other provinces at their own provincial rates for medically required services provided to Alberta residents. Any services not included in this agreement, but still covered by Alberta Health and Wellness, are paid at the Alberta rate.

Physicians have the option of billing you directly. If this happens, please ask for a detailed receipt and proof of payment to submit to Alberta Health and Wellness for reimbursement.

There is also an agreement among provinces, including Quebec, for medically required hospital services. Alberta Health and Wellness pays hospital services at the host province's rate.

Services covered under these agreements are billed automatically through provincial medical plans if you present a personal health card at the time the services are provided.

Generally, you will be asked to pay at the time of service, for services provided outside of Alberta by other service providers such as chiropractors,

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optometrists and podiatrists. You can then submit a claim to Alberta Health and Wellness for reimbursement. Claims will be paid according to Alberta legislation and the balance would be the patient's financial responsibility and/or the responsibility of the patient's private insurer.

There is a possibility of costs beyond what Alberta Health and Wellness pays. For example, private and semi-private hospital rooms are not covered by Alberta Health and Wellness. Also, service providers may charge fees in excess of those covered by Alberta Health and Wellness. For this reason, you may want to consider purchasing supplementary health coverage from a private insurer. See page 93 for more information on private insurers.

### **Travelling Outside Canada**

Your coverage with Alberta Health and Wellness for insured physician services provided outside of Canada is the same as those covered by Alberta Health and Wellness in Alberta. The maximum amount paid by Alberta Health and Wellness for out-of-country services is based on the rates an Alberta service provider would be paid for the same or similar services, or the amount billed, whichever is less.

Benefits for medically required hospital services are payable only when provided in a general or auxiliary hospital. Alberta Health and Wellness pays a maximum of \$100 (Canadian funds) a day for inpatient hospital services. Alberta Health and Wellness does not pay for the day you are discharged.

The maximum payable for out-of-country outpatient and emergency services is \$50 (Canadian funds) per visit. These hospital rates include all associated costs such as X-rays, laboratory work, medical supplies, nursing services, and so on. Since coverage is subject to change, it is advisable to obtain an Alberta Health and Wellness brochure before you leave the country.

Albertans must have prior approval from Alberta Health and Wellness to receive any coverage for out-of-province treatment of drug and alcohol abuse, eating disorders and other addictive behavior disorders. Contact Alberta Health and Wellness at the numbers provided on page 81 if you need more information about this coverage.



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Medical and hospital costs in many countries run much higher than in Canada. You are responsible for paying the difference in cost, which may be hundreds or thousands of dollars, particularly if hospitalization is required.

If you access services in other provinces or outside the country, the Extended Health Benefits and Alberta Blue Cross *Coverage for Seniors* programs cover the same services to the same level as they do if you are in Alberta. However, you may be asked to pay the service provider for these services at the time the service is provided. To be reimbursed for eligible Extended Health Benefits services received outside the province, seniors must submit an itemized billing (with receipts) to Alberta Health and Wellness. For the *Coverage for Seniors* program, seniors must send to Alberta Blue Cross a completed and signed Alberta Blue Cross health claim form, with receipts attached.

### **Extra Health Coverage**

It is recommended that you purchase extra health coverage prior to travelling out-of-country even for short trips such as a one-day trip to the United States. Extra health insurance coverage for travelling outside Canada is available from, private insurance companies, brokers, financial advisors and travel agencies. Be aware that there are variances in travel coverage provided by private insurance. Some companies will not cover a pre-existing medical condition. You should check to find the coverage that best meets your needs. See page 93 for more information on private insurers.

### **Submitting Claims to Alberta Health and Wellness for Services Received Outside of Alberta**

If, while outside of Alberta, you are asked to pay directly for services that are covered by Alberta Health and Wellness, you can submit a claim for reimbursement. Your claim must be received by Alberta Health and Wellness within 365 days of the date of the health service. Benefits for practitioner services received out-of-country will be paid in Canadian funds according to Alberta approved benefit schedules. You and your private insurer will be responsible for paying for any costs not covered by Alberta Health and Wellness.

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## Information required by Alberta Health and Wellness

To make it easier to claim for practitioner and hospital services, which are covered under the Alberta Health Care Insurance Plan, and are received either out-of-country or out-of-province, Alberta Health and Wellness has developed a simplified form, *Claims Form for Out-of-Province/Country Health Services* (AHC 934). The form is available by mail or fax by contacting Alberta Health and Wellness at the contact numbers on page 81, or by downloading the form from the Alberta Health and Wellness web site at [www.health.gov.ab.ca](http://www.health.gov.ab.ca). Follow the easy instructions for completing the form and be sure to provide all the information that is requested and applicable to your claim. Include official receipts and proof of payment.

When making a claim please keep the following in mind:

- An official itemized statement or an itemized list of services on the practitioner's and/or hospital's letterhead, bills and payment receipts must be attached to your claim. It is recommended that you retain the originals for your records.
- Inpatient and outpatient hospital charges must be itemized.
- Physician charges for services provided in a hospital must be detailed and submitted separately from the hospital bill.
- Claims submitted in a language other than English must be accompanied by an English translation.

On average you can expect your claim to be processed within six to eight weeks.

## Alberta Aids to Daily Living

The Alberta Aids to Daily Living Program (AADL), in cooperation with authorizers\* and suppliers, assists individuals who have a chronic disability or illness, and individuals who are terminally ill to receive authorized **basic** medical equipment and supplies for more independent functioning in a home or home-like setting. A wide range of authorized benefits are available, including hearing aids, medical/surgical supplies, rehabilitation equipment and/or respiratory equipment. To be an AADL client you must:

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1. have a long term disability (six months or more), chronic illness or a terminal illness
  2. be an Alberta resident
  3. have a valid Alberta Personal Health Care Number

\*An authorizer is your initial contact with the AADL Program. He or she may be a nurse, physical therapist, occupational therapist, respiratory therapist, audiologist, speech pathologist, or other health care professional who works in a community health care centre, a hospital, a continuing care centre, or a home care program. **NOTE:** Medical doctors are not authorizers.

AADL assists individuals by subsidizing the costs of medical equipment and supplies authorized for an individual. However, AADL is a cost-shared program. Clients pay 25% of the cost of benefits to a maximum of \$500 per family, per benefit year (July 1 to June 30). For information regarding Hearing Aid coverage please refer to page 73.

Clients on income supplement programs and those with low income are exempt from cost sharing. Your authorizer or local community health care centre will have a Full Benefit Application (FBA) for you to complete. Please complete this form and send it to the address indicated on the form.

If you are exempt from cost sharing, AADL will issue you an AADL benefit card. You must show the card to your authorizer and supplier. This card tells them that you are exempt from cost sharing for your authorized benefits. If you choose an upgraded item, you are responsible for paying any additional amount.

Only certain medical and surgical supplies and equipment are provided. To ensure coverage, you must obtain an authorization form before you contact a supplier. AADL will not reimburse you for items purchased before registered program authorizers have conducted their assessment.

Exception: To obtain custom-made orthopedic shoes, you may take a prescription from your physician to a specialty shoemaker or orthotist registered with the AADL Program.



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**Note:** AADL does not provide artificial eyes, artificial limbs, mastectomy prosthesis and braces for seniors. These benefits are provided to seniors through Alberta Blue Cross™ *Coverage for Seniors* Program. See page 90.

The program does **not** cover special diets, diet supplements, foot orthotics, eyeglasses, prescription drugs or dental care/dentures. For assistance with your eyeglass or dental needs please refer to page 75 for information regarding the Extended Health Benefits Program. For information regarding prescription drug coverage please refer to page 91.

## Hearing Aids

If your hearing problems cannot be corrected by medical or surgical treatment, you may want to consider a hearing aid. Hearing aids are provided to seniors and their dependents through AADL registered suppliers only. Cost sharing applies.

The program has the following limitations:

- Seniors are eligible for a subsidy of one hearing aid every five years.
- If you are a cost-shared client, AADL contributes \$567 towards one hearing aid. If the client has full benefit assistance, AADL will contribute \$756 for one hearing aid only. This does not include upgrades. If a client purchases a more expensive hearing aid then the client is responsible for the difference. If a client requires two hearing aids the client may be eligible for assistance with the second hearing aid through the Special Needs Assistance for Seniors program. For more information regarding this program please refer to page 27.
- Replacement of batteries is at your own cost.
- AADL will assist with the invoice cost of factory repairs for the hearing aid once per benefit year after the original purchase warranty expires.
- Minor servicing and additional fees charged by the hearing aid practitioner are at your own cost.
- Hearing aids that are lost, stolen or damaged due to misuse are not replaced by AADL. You are advised to arrange for insurance to cover the loss of hearing aids.

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After a five-year period, if your hearing aid is no longer serviceable or your hearing impairment has changed, AADL may approve a replacement hearing aid. Your supplier can explain the hearing aid replacement procedure.

**Note:** All hearing aid repair benefits are subject to cost sharing. When visiting a hearing aid supplier please ensure that they are a registered with AADL as a vendor. For more information regarding registered vendors please contact **Alberta Aids to Daily Living at (780) 427-0731.**

### **Medical Surgical Supplies and Rehabilitation or Respiratory Equipment**

Certain supplies and equipment are supplied to eligible people who are chronically disabled and to individuals who are terminally ill. If you require medical or surgical supplies or rehabilitation equipment, you must see an AADL authorizer. An authorizer will assess your need for equipment or supplies and complete an authorization form to order them. Some items may require a physician's prescription. Please contact your Regional Health Authority to locate an AADL authorizer. See pages 88 to 90 for addresses and phone numbers of your Regional Health Authority.

Benefits include:

- ostomy supplies
  - incontinence and catheter supplies
  - some basic dressings
  - certain respiratory equipment and related services
  - oxygen for clients who meet the AADL oxygen eligibility criteria
  - mobility aids such as walkers, wheelchairs and wheelchair accessories
  - bathing and toilet aids such as bath seats, patient lifts and commodes
  - back and hernia support items
  - graduated pressure garments
  - shoe raises
  - custom-made orthopedic shoes for people with bony foot deformities.
- Off-the-shelf shoes, shoe inserts and arch supports are not provided.**

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Program authorizers have complete lists of all items provided. How often you can receive an item is based on **medical need**.

For more information, contact your Regional Health Authority or:

**Alberta Aids to Daily Living**

**Provincial Office in Edmonton: (780) 427-0731**

In all other areas of the province, you can call toll-free through the Government of Alberta RITE line. Dial 310-0000 and enter (780) 427-0731 (Edmonton) if you have a touch-tone telephone. If you have a rotary telephone, dial 310-0000, wait for the operator to answer and ask to be connected to (780) 427-0731.

## **The Extended Health Benefits Program**

The Extended Health Benefits Program helps seniors pay a portion of the cost for eyeglass and some dental services. The Extended Health Benefits program covers Alberta residents 65 years of age and over, their spouses and eligible dependants, and recipients of the Alberta Widows Pension. An eligible dependant will appear on your Alberta Health and Wellness account.

**Note:** There are both financial and time limits that apply to the Extended Health Benefits program.

The Extended Health Benefits program does not provide 100 percent coverage for services provided by dentists, denturists, optometrists and opticians, nor does it cover all of the services provided by these service providers. You are responsible for any part of the cost of these services not covered by the program. Before purchasing eyeglasses or proceeding with dental care, for example being fitted for new dentures, find out what you are entitled to under the program.

First contact Alberta Health and Wellness to ensure you have benefits available to you under the Extended Health Benefits program. See pages 81 and 82 for the address and telephone numbers. Some benefit frequency limits apply.



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Then ask the service provider ahead of time:

- How much you will have to pay for the difference between the service provider's bill and what Alberta Health and Wellness pays?
- What payment methods, such as cheque or credit card, are accepted?
- Do you pay the service provider directly?
- Do you pay some or all of the cost?

**Note:** If you pay the service provider directly, the service provider must submit your claim to Alberta Health and Wellness on your behalf.

## Dental

The Extended Health Benefits program covers a portion of the cost of dental services. Before you have dental work done, discuss with your service provider what types of dental services the program covers and what portion Extended Health Benefits pays.

Extended Health Benefits will pay a portion of the cost of the following dental services:

- examinations
- X-rays
- restorations (fillings)
- extractions
- root canals
- periodontal preventative treatment (cleaning below the gumline)
- standard partial dentures
- standard complete dentures

Coverage does **NOT** include services such as:

- bridges
- crowns
- fluoride treatment
- teeth bleaching

- prophylaxis (tooth cleaning and polishing)
- orthodontics
- gold inlays

Fees charged by dental service providers can vary. Dental charges in excess of the Extended Health Benefits coverage are your responsibility. You may choose to purchase additional coverage from a private health benefits provider.

Some examples of what you can expect Extended Health Benefits to pay:

<b>Service</b>	<b>Service provider may charge approximately:</b>	<b>Extended Health Benefit pays:</b>
complete oral exam	\$55.56	\$20.84
X-ray (one)	\$15.16	\$5.55
cleaning below the gumline	\$74.08	\$27.78
complete standard upper denture	\$656.72	\$246.27
partial standard lower denture	\$253.78	\$95.17

If your dentures do not seem to fit, ask your dentist or denturist to make adjustments. Adjustments and post-insertion care provided within a three-month period of the original insert are included with the purchase of most dentures. You should discuss this with your dentist or denturist before ordering dentures.

### **Eligibility**

The following frequency limitations apply to dentures:

- a complete standard\* denture for each upper and lower arch, once every five years
- a standard\* partial denture on each upper and lower arch, once every five years
- one reline per plate, once every two years

\*Rates paid are for standard dentures. However, the amount paid by Extended Health Benefits may be applied toward more costly dentures.

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**Note:** The time periods for dentures or relines are measured from the last date the denture or reline was received.

The five-year limit does not apply in cases where a partial denture is replaced by a complete upper or lower denture.

If you are dissatisfied with the dental work completed, first discuss problems and adjustments with your dentist or denturist directly. If you continue to have problems, you can contact:

For services provided by a dentist:

**Alberta Dental Association**  
SUITE 101  
8230 105 ST NW  
EDMONTON AB T6E 5H9  
ph: (780) 432-1012

For services provided by a denturist:

**Alberta Denturist Society**  
1240 SCOTIA PLACE  
10060 JASPER AVE NW  
EDMONTON AB T5J 3R8  
ph: (780) 429-2330

## **Optical**

Through basic Alberta Health and Wellness coverage individuals 65 years of age and older are eligible for one FREE eye examination during the benefit year, which runs between July 1 of one year to June 30 of the following year. Spouses and children between the ages of 19 and 64 are not eligible for a free eye examination.

Extended Health Benefits will pay one of the following amounts towards a senior's, their spouse's and eligible dependant's eyeglasses once every three years.



Eyeglasses	Lenses and Frames	Lenses Only	
		One	Two
Single vision	\$57.50	\$13.50	\$27.00
Bifocals	\$77.50	\$23.50	\$47.00
Trifocals	\$93.50	\$31.50	\$63.00

Rather than purchasing bifocals, you may apply the bifocal benefit toward the purchase of one pair of distance glasses for near-sightedness, and one pair of reading glasses for far-sightedness. These must be purchased at the same time.

If you prefer, you can keep your frames and replace one or both lenses instead of buying a complete lense and frame package.

**Note:** Regardless of your choice, you will be entitled to only one eyeglass benefit per three-year period. If both lenses need to be replaced, they have to be replaced at the same time.

Coverage does **NOT** include:

- replacing damaged or lost glasses; when purchasing your eyeglasses, ask about purchasing the warranties that many opticians and optometrists provide.
- frames only or repairing damaged frames
- contact lenses
- lenses following eye surgery, if the program has already paid a benefit in the current three-year benefit period

### Eligibility

Seniors, their spouses and eligible dependants can access eyeglass benefits once during a set three-year benefit period. The current period runs from January 1, 2001 to December 31, 2003, and so on. All seniors are eligible for eyeglass benefits from the start of each new period. You may purchase and claim your eyeglasses at any time during the three-year period.

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Fees charged by opticians and optometrists can vary. Any charges in excess of the Extended Health Benefits coverage are your responsibility. You may choose to purchase additional coverage from a private health benefits provider. See page 93 for more information on private insurers.

If you are dissatisfied with your eyeglasses, first deal directly with your optician or optometrist to discuss the problem and the adjustments required. If you continue to have problems, you can contact:

For services provided by an optometrist:

**Alberta Association of Optometrists**  
SUITE 902  
11830 KINGSWAY AVE NW  
EDMONTON AB T5G 0X5  
ph: (780) 451-6824

For services provided by an optician:

**Alberta Opticians Association**  
SUITE 305  
10665 JASPER AVE NW  
EDMONTON AB T5J 3S9  
ph: (780) 429-2694

A brochure detailing the Extended Health Benefits Program is available by contacting Alberta Health and Wellness at (780) 427-1432 or by downloading a copy from the Alberta Health and Wellness web site at [www.health.gov.ab.ca](http://www.health.gov.ab.ca).

### **Your Extended Health Benefits Claims History**

It can be difficult to keep track of your last date of service, but Alberta Health and Wellness staff can easily give you that information. Call or write to check exactly what Extended Health Benefits coverage you are entitled to. Have your personal health number available when you call.

For more information contact:

**Alberta Health and Wellness Customer Services**  
**Edmonton: (780) 427-1432**

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In all other areas of the province you can call toll-free through the Government of Alberta RITE line. Dial 310-0000 and enter (780) 427-1432 if you have a touch-tone telephone. If you have a rotary telephone, dial 310-0000, wait for the operator to answer and ask to be connected to (780) 427-1432.

Or write **Alberta Health and Wellness** at:

P.O. BOX 1360  
EDMONTON AB T5J 2N3

## **Health Insurance Premiums**

Basic Alberta Health Insurance premiums are billed on a quarterly basis - January, April, July and October. The costs for these premiums are \$408 per year (\$102 every three months) for a single individual and \$816 per year (\$204 every three months) for a family (couple).

### **Applying for an Alberta Health Insurance premium subsidy through the Alberta Seniors Benefit program.**

A senior's eligibility for Alberta Health Insurance premium assistance is determined through the Alberta Seniors Benefit Program.

All individuals turning 65 will be sent an application package for the Alberta Seniors Benefit program two to three months prior to their 65<sup>th</sup> birthday. If your date of birth has not been validated with Alberta Health and Wellness, you will also be sent a proof-of-age questionnaire.

If you are not eligible for the Alberta Seniors Benefit you must still return the proof-of-age questionnaire included in the application package in order to receive Extended Health Benefits and Alberta Blue Cross benefits.

For more information, contact **Alberta Health and Wellness** at **(780) 427-1432**.

In all other areas of the province you can call toll-free through the Government of Alberta RITE line. Dial 310-0000 and enter (780) 427-1432 if you have a touch-tone telephone. If you have a rotary telephone, dial



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310-0000, wait for the operator to answer and ask to be connected to (780) 427-1432.

By mail:

**Alberta Health and Wellness**  
P.O. BOX 1360  
EDMONTON AB T5J 2N3

In person:

**Calgary**  
727 7 AVE SW  
CALGARY AB

**Edmonton:**  
10025 JASPER AVE NW  
EDMONTON AB

Office hours are 8:15 a.m. to 4:30 p.m., Monday to Friday.

**Note:** When calling or writing, please give your personal health number.

## Home Care Services

Seventeen Regional Health Authorities (RHA) in Alberta are responsible for the services delivered through hospitals, community health centres, continuing care facilities, public health programs and home care. RHA's provide home care services to people of all ages regardless of their diagnosis.

Home care services help residents of Alberta achieve and maintain health, well-being and personal independence in their own homes. Referrals for home care services come from many sources including family members, friends, doctors and the person themselves. Once the referral is made, the RHA health professional meets with the individual in his/her own home. The health professional discusses the individual's strengths and needs and the needs of the individual's informal support system. Depending on the concerns identified, home care services, including respite to relieve informal caregivers may be provided.

Home care services include professional services and support services. Professional services are nursing, social work, physiotherapy, occupational therapy, nutritional services and respiratory therapy. Support services are

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defined as homemaking and personal care services (bathing, dressing and grooming).

There is no charge for professional services and personal care services. However, a fee of \$5.00 per hour to a maximum of \$300 per month, based on a sliding fee schedule for individual and family income, is charged for homemaking services. People who receive the Alberta Widows' Pension, the Guaranteed Income Supplement, Supports for Independence, or the Assured Income for the Severely Handicapped may be eligible for a fee exemption. Fees can be waived if they cause undue financial hardship.

Only when a person cannot be supported in the community is a referral made for admission to a long-term care facility. The individual will continue to receive home care services while they are at home.

To arrange for home care services please call your Regional Health authority. See pages 88 to 90 for a listing of Alberta's Regional Health Authorities.

## **Long/Short Term Continuing Care Centres**

### **Alberta Health Facilities Review Committee**

The provincial government (through legislation established in 1973) appoints the Alberta Health Facilities Review Committee. The legislation gives committee members the authority to visit Alberta's acute care, continuing care, mental health and special care facilities, to monitor and evaluate them on behalf of users and the public-at-large.

The mission of the Health Facilities Review Committee is to ensure that quality care, treatment and standards of accommodation are maintained in health care facilities. Visits to facilities are not announced.

The committee forwards reports along with recommendations to the Regional Health Authority, the facility, and the Minister of Health and Wellness. Facilities are monitored to make sure recommendations are followed.

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For information, contact:

**Health Facilities Review Committee**

250 GARNEAU PROFESSIONAL CENTRE

11044 82 AVE

EDMONTON AB T6G 0T2

ph: (780) 422-2653

In all other areas of the province you can call toll-free through the Government of Alberta RITE line. Dial 310-0000 and enter (780) 422-2653 if you have a touch-tone telephone. If you have a rotary telephone, dial 310-0000 wait for the operator to answer and ask to be connected to (780) 422-2653.

## **Continuing Care Centres**

In Alberta, continuing care centres (nursing homes and auxiliary hospitals) provide room and board and a range of care services, from personal care with nursing supervision to skilled medical and nursing care. These centres vary in size and are located throughout the province.

Residents are responsible for the following accommodation charges:

- \$24.75 a day for standard accommodation
- \$26.25 a day for semi-private accommodation
- \$28.60 a day for single private accommodation

The province pays for all care costs based on individual need assessments.

If you are a low-income, married senior who receives Guaranteed Income Supplement, and/or benefits from the Alberta Seniors Benefit program, and if you or your spouse enters a continuing care centre for more than six months, you may be eligible for increased income support. For information on the **Guaranteed Income Supplement** telephone **1-800-277-9914**. For information on the **Alberta Seniors Benefit**, telephone **1-800-642-3853** (in Edmonton 427-7876).



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Residents of nursing homes and auxiliary hospitals are **not** charged for the cost of prescription drugs as listed in their formulary and as prescribed by the resident's attending physician. Ambulance services are also provided at no charge.

To qualify for provincial coverage of the care costs in a nursing home:

- you must be eligible for registration with Alberta Health and Wellness
- you must have lived in Alberta for three consecutive years at any time previously

or

- you must have lived in Alberta for one year immediately prior to applying
- you must have been a resident of Canada for 10 years or more

If you are assessed as needing the services provided in an auxiliary hospital, and you are eligible for registration with Alberta Health and Wellness, the care costs are paid by the province.

Admission to a continuing care centre, such as a nursing home or auxiliary hospital, is based on an assessment of need carried out by the staff of home care. When you request services, you and Home Care staff may decide a continuing care centre would provide the most appropriate services. If this decision is made, the Home Care staff will then work with the placement service to find the right centre for you.

Some Regional Health Authorities may be able to offer other models of care that combine health services and shelter. These are not traditional continuing care facilities, that is they are not auxiliary hospitals or nursing homes, but many of them offer comparable levels of care. Other models of care include assisted living, adult family care, group homes, special centres for Alzheimer's disease and related disorders, transitional living settings, and various types of seniors' day programs. Those that receive funding through Regional Health Authorities have admission assessments like those used for continuing care centres.

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For more information about admission to a continuing care centre contact your Regional Health Authority. See pages 88 to 90 for phone numbers and addresses.

## **Day Support Programs and Day Hospitals**

Day support programs are group programs that individuals may attend on a daily basis. They are intended for people who are frail and/or disabled and who need health maintenance, rehabilitation and social or recreational activities. The programs take place in a variety of settings.

Day hospitals are for people who require specialized assessment, treatment and rehabilitation services as an alternative to admission to an acute care hospital. Individual care plans are developed. These programs may be available through acute care programs and auxiliary hospitals.

To find out if there is a day support program or a day hospital in your community, call your local Regional Health Authority.

## **Geriatric Assessment and Rehabilitation Programs**

The Capital Health Authority (Edmonton), the Calgary Regional Health Authority and the Chinook Health Authority have specialized geriatric assessment and rehabilitation programs. For information contact:

### ***Calgary***

SOUTHERN ALBERTA REGIONAL GERIATRIC PROGRAM  
ROCKYVIEW GENERAL HOSPITAL  
7007 14 ST SW  
CALGARY AB T2V 1P9  
ph: (403) 541-3453

### ***Edmonton***

NORTHERN ALBERTA REGIONAL GERIATRIC PROGRAM  
GLENROSE REHABILITATION HOSPITAL  
ROOM 1259, 10230 111 AVE NW  
EDMONTON AB T5G 0B7  
ph: (780) 474-8800

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### *Lethbridge*

GERIATRIC ASSESSMENT AND REHABILITATION UNIT  
LETHBRIDGE REGIONAL HOSPITAL  
960 19 ST. SOUTH  
LETHBRIDGE AB T1J 1W5  
ph: (403) 382-6610

## **Mental Health Services**

Mental health services are available free of charge to all age groups throughout the province. Services offered include mental health information and education, assessment, counseling and psychiatric services.

In-patient mental health services are available in urban and regional acute care hospitals, and at the Claresholm and Raymond Care Centres, Alberta Hospital Edmonton, and Alberta Hospital Ponoka. In addition, many hospitals and/or extended care facilities offer Day Hospital programs for older individuals with psychiatric problems. Your nearest mental health clinic or your physician can direct you to or provide you with information on these services.

For further information, contact your nearest area office of the **Alberta Mental Health Advisory Board** at **1-877-303-2642**.

## **Public Health Services**

Public health services are available to all Albertans through the Regional Health Authorities. Services provided may include:

- immunization against diseases such as influenza
- health education and counseling
- nutrition information
- dental hygiene education
- sexual health education and counseling
- speech-language pathology services



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For information about public health services in your area, contact your local Regional Health Authority. See pages 88 to 90 for phone numbers and addresses.

## **Regional Health Authority Services**

A wide variety of community programs and services are offered through the Regional Health Authorities. For information on the locations and the range of programs and services available, contact your local Regional Health Authority. See below for telephone numbers and addresses.

### ***Chinook Regional Health Authority***

960 19 ST S  
LETHBRIDGE AB T1J 1W5  
ph: (403) 382-6009  
FAX: (403) 382-6011

### ***Headwaters Regional Health Authority***

SUITE 4  
28 12 AVE SE  
HIGH RIVER AB T1V 1T2  
ph: (403) 601-8330  
FAX: (403) 652-2129

### ***Health Authority #5***

515 HIGHWAY 10 EAST  
BOX 429  
DRUMHELLER AB T0J 0Y0  
ph: (403) 823-5245  
FAX: (403) 823-7589

### ***Palliser Health Authority***

666 5 ST SW  
MEDICINE HAT AB T1A 4H6  
ph: (403) 528-5633  
FAX: (403) 529-8998

### ***Calgary Regional Health Authority***

1035 7 AVE SW  
CALGARY AB T2P 3E9  
ph: (403) 541-3670  
Consumer Line (403) 265-4636  
toll-free: 1-800-860-2742  
FAX: (403) 541-3681

### ***David Thompson Regional Health Authority***

602 4920 51 ST  
POSTAL BAG 5026  
RED DEER AB T4N 6A1  
ph:(403) 341-8622  
FAX: (403) 341-8632

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***Capital Health Authority***

112 WALTER C. MACKENZIE  
CENTRE  
8440 112 ST NW  
EDMONTON AB T6G 2B7  
Administration (780) 407-1000  
General Information Line  
(780) 407-1010  
Capital Health Link  
(780) 408-5465 or (780) 408-Link  
FAX: (780) 407-7161

***East Central Regional Health  
Authority***

4703 53 ST  
CAMROSE AB T4V 1Y8  
ph: (780) 608-8800  
FAX: (780) 672-5023

***Aspen Regional Health Authority***

10003 100 ST  
WESTLOCK AB T7P 2E8  
ph: (780) 349-8705  
FAX: (780) 349-4879

***Mistahia Regional Health Authority***

2ND FLOOR, PROVINCIAL  
BUILDING  
2101 10320 99 ST  
GRANDE PRAIRIE AB T8V 6J4  
ph: (780) 538-5387  
FAX: (780) 538-5455

***Westview Regional Health Authority***

C/O DEVON GENERAL HOSPITAL  
ADMINISTRATION OFFICE  
SUITE A 101 ERIE ST S  
DEVON AB T9G 1A6  
ph: (780) 987-8204  
toll-free 1-800-288-4419  
FAX: (780) 987-8233

***Crossroads Regional Health Authority***

5610 40 AVE  
WETASKIWIN AB T9A 3E4  
ph: (780) 352-3766  
FAX: (780) 361-4336

***Lakeland Regional Health Authority***

Consumer Line 1-800-815-8683  
210 PROVINCIAL BUILDING  
BOX 248  
SMOKY LAKE AB T0A 3C0  
ph: (780) 656-2030  
FAX: (780) 656-2033

***Peace Regional Health Authority***

10015 98 ST  
BOX 6178  
PEACE RIVER AB T8S 1S2  
ph: (780) 618-4500  
FAX: (780) 618-4522

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***Keeweenaw Lakes Regional Health  
Authority***

4620 53 AVE

BAG 1

HIGH PRAIRIE AB T0G 1E0

ph:(780) 523-6641

FAX: (780) 523-6642

***Northern Lights Regional Health  
Authority***

7 HOSPITAL ST

FORT McMURRAY AB T9H 1P2

ph: (780) 791-6024

FAX: (780) 791-6029

***Northwestern Regional Health  
Authority***

BAG 10,000

10106 100 AVE SUITE 200

HIGH LEVEL AB T0H 1Z0

ph: (780) 926-4388

FAX: (780) 926-4149

**Note:** When calling or writing, please give your Personal Health Number.

## **Coverage for Seniors-Alberta Blue Cross**

Alberta Health and Wellness offers extra coverage through Alberta Blue Cross *Coverage for Seniors*. The Government of Alberta pays the cost of Alberta Blue Cross-*Coverage for Seniors* premiums for all Alberta seniors, their spouses and eligible dependants. *Coverage for Seniors* starts the first month after you turn 65.

After you are registered with Alberta Health and Wellness for seniors coverage, you will receive an Alberta Blue Cross card. To receive services, you must show your card.

*Coverage for Seniors* uses the same benefit year as Alberta Health and Wellness, **July 1 to June 30**. During one benefit year, *Coverage for Seniors* will provide a maximum of \$25,000 in benefits per person.



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The program covers the following services:

### **Ambulance Services**

Ambulance services for transportation to or from a public or general hospital. You must be ill or injured and transported in a ground vehicle licensed under the *Ambulance Services Act* and Regulations. *Coverage for Seniors* will pay up to the maximum rate set by Alberta Health and Wellness.

**Note:** Inter-facility transfers are not covered under Alberta Blue Cross-*Coverage for Seniors*. Inter-facility transfers are covered by Alberta's Regional Health Authorities.

### **Prescription Drugs**

Alberta Blue Cross covers 70 percent of the cost of prescription drugs, including insulin. You pay the other 30 percent, up to a \$25 maximum per prescription or refill. The pharmacy bills Alberta Blue Cross directly, so your only out-of-pocket expense is the 30 percent. *Coverage for Seniors* only covers prescription drugs listed in the *Alberta Health and Wellness Drug Benefit List*.

**Note:** If an interchangeable drug product is available, *Coverage for Seniors* will pay the least-cost alternative price.

The maximum prescription is a 100-day supply. A pharmacist cannot dispense a larger quantity without authorization from Alberta Blue Cross. If you plan to travel outside Alberta and need medication for more than 100 days, talk to your pharmacist at least two weeks before your departure. This will give your pharmacist enough time to obtain authorization.

*Coverage for Seniors* is **not** the same as an Alberta Blue Cross employer or individual health plan. Some employer or individual health plans offer benefits not covered by *Coverage for Seniors*.

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## Submitting Claims

For the following services, you pay the bill, then submit the receipt to Alberta Blue Cross for reimbursement:

- clinical psychological services (up to specified maximums)
- home nursing care (up to yearly maximums)
- appliances (up to 100% of the maximum allowable for items on a benefit list as defined by Alberta Health and Wellness **OR** up to the specified maximum), on written order of a physician, the purchase, or repair of:
  - artificial eyes
  - artificial limbs except myoelectric-controlled prostheses
  - permanent braces
  - mastectomy prostheses - supporting brassieres are not covered

Alberta Blue Cross offers health benefit plans to complement existing Alberta government sponsored seniors' health benefits. For more information visit our web site at [www.ab.bluecross.ca](http://www.ab.bluecross.ca) or contact your nearest Alberta Blue Cross Office below.

## Alberta Blue Cross Offices:

### *Calgary*

MAIN FLOOR  
715 5 AVE SW  
CALGARY AB T2P 2X6  
ph: (403) 234-9666

### *Fort McMurray*

PLAZA II MALL  
619 8600 FRANKLIN AVENUE  
FORT McMURRAY AB T9H 4G8  
ph: (780) 790-3390

### *Lethbridge*

470 CHANCERY COURT  
220 4 ST S  
LETHBRIDGE AB T1J 4J7  
ph: (403) 328-1785

### *Edmonton*

BLUE CROSS PLACE  
10009 108 ST NW  
EDMONTON AB T5J 3C5  
ph: (780) 498-8000

### *Grande Prairie*

SUITE 101A  
10712 100 ST  
GRANDE PRAIRIE AB T8V 3X8  
ph: (780) 532-3505

### *Medicine Hat*

203 623 4<sup>th</sup> St SE  
MEDICINE HAT AB T1A 0L1  
ph: (403) 529-5553

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**Red Deer**

152 RIVERSIDE OFFICE PLAZA  
4919 59 ST  
RED DEER AB T4N 6C9  
ph: (403) 343-7009

**Subscriber toll-free:**

A subscriber toll-free line is  
available for people living  
outside these major areas  
**ph: 1-800-661-6995**

## Private Health Insurers

Private health insurance companies offer health benefit plans to complement existing Alberta government sponsored seniors' health benefits. These insurance plans offer a range of benefits based on the payment of a regular premium. For further information, contact **the Consumer Assistance Centre for the Canadian Life and Health Insurance Association toll-free at 1-800-268-8099.**

## Prescription Checkpoint Program

The Prescription Checkpoint Program allows seniors and others covered by Alberta Health and Wellness sponsored drug plans to try a small amount of a drug that is new to them, prior to receiving a larger quantity.

This is a voluntary program with goals of improved drug therapy, improved communications between the physician, patient and pharmacist and the reduction of drug waste. Unused drugs in our homes present a potential safety hazard to us and our families.

During the assessment period, a person's tolerance or response to a new drug can be determined. If the drug appears to be suitable, the balance portion of the prescription can be filled. If a drug is unsuitable another treatment option can be considered. The portion of the prescription that would normally have been filled is not wasted and the patient has not paid for drugs that are not required.

To date, more than 500 medications are part of the Checkpoint program. Participation in the program will not cost the patient more than if the



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original prescription had been filled in whole and may even cost less should the balance not be required.

Further program information is available from your pharmacist or physician or by contacting the **Alberta Drug Utilization Program** at (780) 492-0110 or the **Alberta Seniors Information Line** toll-free at 1-800-642-3853 or in **Edmonton** at (780) 427-7876.

## You and Your Medications

When you need to take medications, it is important to understand what you are taking, why you are taking it, how to take it, and what the side effects may be. Don't be afraid to ask your doctor and your pharmacist questions about the medications you take. You have the right to know.

When you visit the doctor:

- Make sure you tell your doctor about all the medications that you are taking, including all non-prescription and herbal remedies. Some drugs or remedies may react with each other and may change the way the prescription works.
- Tell your doctor about any allergies you have or any reactions to medications you have experienced in the past.
- Make sure you understand the pharmacist and doctor's instructions on how to take your medication.

At home:

- Take your medication as directed.
- If you forget to take your medication, DO NOT double the next dosage; call your pharmacist or doctor for advice.
- Don't share your medications with others.
- Finish all your medication, even if you are feeling better (unless your doctor tells you not to).

- 
- Check the expiry date on all your medications, both prescription and non-prescription. Return extra or outdated medications to your pharmacist for safe disposal.
  - Keep your medication in a secure spot, out of the reach of children.

If you would like more information, the publication *Knowledge is the Best Medicine*, is available from most pharmacists or call the Alberta Seniors Information Line at 1-800-642-3853 (in Edmonton 427-7876).

# Minister's Seniors Service Awards

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The Minister's Seniors Service Awards provide Albertans with the opportunity to celebrate the contributions of individuals and organizations that improve the quality of life of seniors in our province. It is an annual event that recognizes three individuals and two Alberta organizations that demonstrate excellence in serving Alberta seniors. The awards ceremony takes place during Senior Citizens Week, June 3-9, 2001.

For more information or to obtain a nomination form, please call the **Alberta Seniors Information Line at: 1-800-642-3853**

Or visit an Alberta Seniors Customer Service Centre listed on page 50.



# Protecting You and Your Information

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## Freedom of Information and Protection of Privacy Act

Personal information that you provide to the Government of Alberta is protected under the *Freedom of Information and Protection of Privacy Act*. The act prevents others from accessing your personal information without your consent and ensures that it is protected from unauthorized collection, use or disclosure.

You have the right to see or have copies of any information about you that is in any provincial government record or in the control or custody of the provincial government.

If you believe that the information that a public body has about you is misleading or incorrect, you can submit a written request for a correction. Forms are available to help you.

For information you can contact the Freedom of Information and Privacy Coordinator for the public body holding the information you want. Telephone the Government of Alberta RITE operator at 310-0000 for assistance. Forms to request correction of personal information are available through your local library.

## Protection for Persons in Care Act

The *Protection for Persons in Care Act* was enacted on January 5, 1998. This legislation promotes the safety of adults in care, by requiring anyone who suspects abuse to report it to Alberta Community Development or the police.

The *Protection for Persons in Care Act* applies to adults in publicly funded care facilities including hospitals, seniors' lodges, group homes and nursing homes.

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What does the Act do? The *Protection for Persons in Care Act*:

- defines abuse;
- makes it mandatory for people who believe abuse is occurring, or has occurred to report it;
- maintains a toll-free phone line where people can report abuse;
- protects people who report abuse in good faith from retaliatory action;
- specifies penalties for failing to report abuse and for knowingly making false reports;
- sets out a process for investigating reports of alleged abuse; and
- requires a criminal record check for new employees and new volunteers of care facilities.

For more information on the *Protection for Persons in Care Act* or to report a **non-crisis** abuse situation please telephone the ***Protection for Persons in Care Reporting Line at 1-888-357-9339***, Monday-Friday 8:15 a.m. – 4:30 p.m. After hours, or on holidays, please leave your name and phone number on the voice mail and your call will be returned on the next working day.

You may also visit our web site at

**[www.gov.ab.ca/mcd/seniors/ppica/ppica.htm](http://www.gov.ab.ca/mcd/seniors/ppica/ppica.htm)**

# Recreation and Leisure

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## Active Living

Active living helps older citizens lead healthier, more independent and satisfying lives. Some of the most popular activities include walking, picnicking, fishing, swimming, bird watching, gardening, golfing and cycling. Including even just moderate physical activity in your daily life according to your own personal preference and circumstances can make a big difference!

For more information regarding recreation in Alberta you can write or call:

**Alberta Community Development  
Sport and Recreation Branch**  
RM 901 STANDARD LIFE CENTRE  
10405 JASPER AVENUE  
EDMONTON AB T5J 4R7  
ph: (780) 427-6549

### Local Recreation Departments

For information about local recreation and sport programs and activities, contact your local recreation department. The telephone number will be in your local telephone directory.

## Alberta Seniors Games

The Alberta Seniors Games provides competition in both sport and cultural activities and are held every two years. The next seniors' games are scheduled for 2001. For information, contact the **Alberta Sport, Recreation, Parks and Wildlife Foundation in Edmonton at (780) 415-1167.**

In all other areas of the province you can call toll-free through the Government of Alberta RITE line. Dial 310-0000 and enter (780) 415-1167 if you have a touch-tone telephone. If you have a rotary telephone, dial 310-0000, wait for the operator to answer and ask to be connected to (780) 415-1167.



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## **Alberta Senior Citizens Sport and Recreation Association**

This volunteer group promotes sport, recreation and fitness development for adults age 55 and over. It acts as the provincial voice of the Alberta Seniors Games, and encourages and promotes participation in the games at the local level. The board of directors consists of an executive and representatives from branches in eight zones across the province.

The annual membership fee is \$10. Among the benefits for members are a quarterly newsletter, \$15,000 sport accident insurance and regular communication about province-wide events through the branch system.

For information, contact:

**Alberta Senior Citizens Sport and Recreation Association**  
818 - 16 AVE NW  
CALGARY AB T2E 7R1  
ph: (403) 297-2703  
FAX: (403) 297-2702

## **Fishing Licenses**

Fishing licenses are not required if you are 65 or over and a resident of Alberta. You must carry proof of your age, and you must comply with all sport fishing regulations. This free fishing does not apply in the national parks in Alberta.

For more information please contact **Alberta Environment Fish and Wildlife General Information Line** at **(780) 427-7581**.

In all other areas of the province you can call toll-free through the Government of Alberta RITE line. Dial 310-0000 and then enter (780) 427-7581 if you have a touch-tone telephone. If you have a rotary telephone, dial 310-0000, wait for the operator to answer and ask to be connected to (780) 427-7581.

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## Provincial Parks

Albertans who are 65 and over may be eligible for certain discounts from various recreation areas. When planning a camping trip, seniors are encouraged to contact the separate campground operators directly to determine what discounts are available. For further information about facilities, services and recreational opportunities at provincial parks and recreation areas and to ask about the travel guide, *Alberta's Parks and Protected Areas*, call **(780) 427-7009** in Edmonton.

In all other areas of the province you can call toll-free through the Government of Alberta RITE line. Dial 310-0000 and enter (780) 427-7009 if you have a touch-tone telephone. If you have a rotary telephone, dial 310-0000, wait for the operator to answer and ask to be connected to (780) 427-7009.

# Taxes

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## Community Volunteer Income Tax Program

If you need help completing your income tax return and have limited income, ask Canada Customs and Revenue Agency for a volunteer.

Volunteers are specially trained by Canada Customs and Revenue Agency staff, and are able to help you complete your tax return and necessary forms. You should maintain and provide all your information slips (e.g. medical receipts for glasses and dentures). Both you and your spouse should file a return.

If you would like to get involved as a volunteer, Canada Customs and Revenue Agency will show you how to complete basic tax returns, and provide a kit of reference material. With the training session and material, you will be ready to help others in your community.

For information about the **Community Volunteer Income Tax Program** call:

**Calgary: (403) 691-8679**

**Edmonton: (780) 495-4770**

**Outside Calgary and Edmonton: 1-800-959-8281**

## GST Credit

The Goods and Services Tax (GST) Credit is designed to offset the cost of the GST for individuals and families with moderate or low incomes.

To apply, you must file a tax return and complete the Goods and Services Tax Credit information section on page 1 of your tax return. If you are eligible, you will receive payments in July, October, January and April. Only one member of each family unit is eligible to apply.



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For information about the **GST credit**, contact Canada Customs and Revenue Agency at:

**Calgary:** (403) 233-5130

**Edmonton:** (780) 495-3500

**Toll free:** 1-800-959-1956

### **General Information**

Most forms of income are taxable. This also applies to income of the deceased. If you require information you can visit the Canada Customs and Revenue Agency web site at **[www.ccra-adrc.gc.ca](http://www.ccra-adrc.gc.ca)** or phone the general inquiry line toll free at **1-800-959-8281**.

# Transportation

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## Bus Passes

In some areas, people who are 65 years of age and over can obtain a bus pass at a reduced cost. You must supply proof of age when applying and may be asked to supply income information.

For information about public transportation and bus passes, contact:

### *Calgary*

CALGARY TRANSIT  
CUSTOMER SERVICE CENTRE  
240 7 AVE SW  
CALGARY AB T2P 0W6  
ph: (403) 268-1480

### *Lethbridge*

619 4 AVE N  
LETHBRIDGE AB T1H 0K4  
ph:(403) 320-3885

### *Edmonton*

CITY OF EDMONTON TRANSIT  
99 ST AND 102A AVE NW  
LRT CHURCHILL STATION  
(UNDERGROUND STATION)  
EDMONTON AB T5J 3R5  
ph: (780) 496-1665

### *Red Deer*

CITY HALL  
4914 48 AVE  
RED DEER AB T4N 1S8  
MAIN INFORMATION DESK  
ph: (403) 342-8225

## Handicapped Parking Placard

If you have a disability that makes movement difficult, you can request a handicapped placard or vehicle plate. A physician must complete a form confirming your condition and you will need two pieces of identification.

For information, contact any Alberta Registries agent or Motor Vehicles Information at:

**Calgary:** (403) 297-4210

**Edmonton:** (780) 427-7013

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For a list of **Alberta Registries** agents in your area, look in your local telephone directory Yellow Pages under “License and Registry Services” or telephone:

**Edmonton:** (780) 422-7330

In all other areas of the province you can call toll-free through the Government of Alberta RITE line. Dial 310-0000 and enter (780) 422-2362. If you have a rotary telephone, dial 310-0000, wait for the operator to answer and ask to be connected to (780) 422-2362.

## **Special Transportation Help**

If you cannot use the regular public transportation system because you are elderly or handicapped, some help may be available in the municipality in which you live. For more information contact your local information centre (see page 104) or The Family and Community Support Services office listed in your local telephone directory.



# Veterans

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## Veterans Affairs Canada

In recognition of the sacrifices made by Canadians in our nation's war and peace keeping efforts, Canada offers a wide range of services and benefits to qualified veterans and certain civilians, as well as their dependants or survivors. Veterans Affairs Canada provides disability pensions for service related injuries, economic support allowances and additional benefits in the areas of health care, home help services, funeral and burial assistance and commemoration, among others, designed to meet the changing need of veterans.

For information, contact Veterans Affairs Canada at:

### *Calgary*

104 SAM LIVINGSTON BUILDING  
510 12 AVE SW  
CALGARY AB T2R 0X5  
ph: (403) 292-4048

### *Edmonton*

940 CANADA PLACE  
9700 JASPER AVE NW  
EDMONTON AB T5J 4C3  
ph: (780) 495-3762

**Toll-free for people living outside these centres: 1-800-866-1240 .**

# 2001 Events of Interest and Statutory Holidays

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## January

**January 1** New Years Day

## February

**February 19** Family Day- check your local newspaper for special events in your area

## March

## April

**April 1** Daylight Savings Time begins at 2:00 a.m.- move your clock ahead one hour

**April 13** Good Friday

**April 16** Easter Monday

**April 17-18** (tentative) Alberta Managers Society- Senior Citizens Housing Convention

## May

**May 3-5** Lodge Activity Coordinators Association of Alberta Convention (Red Deer)

**May 4-5** (tentative) Greater Edmonton Foundation Supportive Housing Conference

**May 25** Victoria Day

## June

**June 7-9** Vitalize 2001

Wild Rose Foundation

Edmonton: (780) 422-9305

Web site: [www.gov.ab.ca.wrf/vitpage.html](http://www.gov.ab.ca.wrf/vitpage.html)

Outside of Edmonton, dial 310-0000 and enter (780) 422-9305 if you have a touch-tone telephone. If you have a rotary telephone, wait for an operator.

**June 3-9** Alberta Senior Citizens Week

Seniors Advisory Council for Alberta  
Edmonton: (780) 422-2321

Web site: [www.gov.ab.ca/mcd/seniors/SACA/sacavision](http://www.gov.ab.ca/mcd/seniors/SACA/sacavision)

Outside of Edmonton, dial 310-0000 and enter (780) 422-2321 if you have a touch-tone telephone. If you have a rotary telephone, wait for an operator.

**June 6** (tentative) Minister's Seniors Service Awards

## July

**July 1** Canada Day

**July 24-27** Alberta Seniors Games (Lethbridge)

## August

**August 7** Civic Holiday

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## September

**September 2 Labour Day**

**September 10 Grandparents' Day**  
Orphaned Grandparents Association of  
Edmonton

Edmonton: (780) 961-3168

**September 10-11 (tentative) Seniors  
Services Workshop 2001**

Seniors Services and Housing  
Division

Toll-free: 1-800-642-3853

Edmonton: (780) 427-7876

Web site: [www.gov.ab.ca/mcd/  
seniors/seniors.htm](http://www.gov.ab.ca/mcd/seniors/seniors.htm)

## October

**October 1 International Day of the  
Elderly**

International Federation on Ageing,  
Montreal

Montreal: (514) 396-3358

Web site: [www.ifa-fiv.org](http://www.ifa-fiv.org)

**October 8 Thanksgiving Day**

**October 28 Daylight Savings Time  
Ends at 2:00 a.m.- move your clock  
back one hour**

## November

**November 2-3 Bethany Care  
Society- Dreambuilders Education  
Conference (Calgary)**

**November 5-11 National Seniors  
Safety Week**

Canada Safety Council

Ottawa: (613) 739-1535

Web site: [www.safety-council.org](http://www.safety-council.org)

**November 11 Remembrance Day**

## December

**December 25 Christmas Day**

**December 26 Boxing Day**



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Edmonton .....	(780) 498-8000	
Fort McMurray .....	(780) 790-3390	
Grande Prairie .....	(780) 532-3505	
Lethbridge .....	(403) 328-1785	
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Stony Plain .....	<b>(780) 963-2281</b>	
Alberta Community Development Sports and Recreation .....	<b>(780) 427-6549</b>	<b>99</b>
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TDD .....	(403) 265-0105	
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TDD .....	(780) 482-2791	
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